



SPENCE & OLIVER

THE BRIDAL BEAUTY CO.

Client Terms & Conditions

Enquiry

The availability of the therapist and the calculation of your quotation is based on the size and complexity of the booking and location stated at the point of enquiry. We should be notified of any changes required to the booking or location as soon as possible. We cannot always guarantee the therapist's availability if the booking does change, however we will try to accommodate as best as we can. 12 weeks prior to the wedding we require final numbers for the amount of people requiring hair/make up for the wedding day. Unfortunately if you have any cancellations within those 12 weeks we will still require full payment of the final numbers we were given. We suggest you enquire/book at your minimum numbers to avoid this happening.

Travel

Travel costs are calculated from London, however they may vary slightly depending on the exact location of the therapist. The first 30 miles from the therapist's location in London are covered, anything over 30 miles is charged at 0.45p per mile returning back to London. Not all of our therapists drive therefore sometimes the cost of alternative transport may need to be covered instead, this will all be discussed and confirmed with you the client before the wedding day.

Payment

Payment for a bridal/bridesmaid trial shall be paid straight to the therapist, preferably in cash at the point of the trial. For the final payment, you shall receive an invoice the last week of the month before your wedding, for it to be paid on the 1st day of the month of your wedding date. For example, if your wedding date is 15th August you shall receive your invoice the last week of July and it should be paid by 1st August. We ask for this to be paid via bank transfer. Please put your Surname as a reference on your payment. We do not offer discounted rates, our final prices are stated on our website.

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Timings

For a bridal trial we like to allow 2-3hours depending on whether you are having hair and make up, or having any additional bridesmaids trials. Please confirm this with your therapist at the time of booking the trial.

For the wedding day, we allow 30 mins per treatment (hair or make up) for bridesmaids & mother of brides. We allow 45 mins per treatment for the bride. Timings of the wedding day will be discussed at your trial and a schedule will be sent to you 2-4weeks before the wedding day with all the information you & your bridal party will need.

Cancellation Policy

We require a £100 non refundable deposit, which we will deduct from your final invoice. If you decide to cancel your booking within 12 weeks of the wedding date we require 50% of the final payment. If you decide to cancel your booking within 4 weeks of the wedding date we require 100% of the final payment. Unless you have enquired within this time frame.

Lastly, thanks for choosing Spence & Oliver to be a part of your wedding morning!

Signed

Date