



The Fairy Nailmother
Tel: 07974 887744
Email : thefairy nailmother@hotmail.co.uk

Special Occasion Make-Up Booking Terms & Conditions

Making your booking / securing your preferred date.

Please complete in FULL BOTH copies of the booking form. Please keep one for your records and return one to me COMPLETED IN FULL, SIGNED and DATED. Any returned booking forms that are not COMPLETED IN FULL, SIGNED and DATED will become null & void thus meaning your booking will be UNCONFIRMED. This will also be true of completed booking forms not received. It is the client's responsibility to ensure these forms are completed correctly and in FULL and returned by the requested date. Please note an initial enquiry will be held as provisional for 7 days and can only be confirmed upon receipt of a completed booking form & deposit. At the time of enquiry please advise of the proposed location, date, time, location and any other special requirements. Should a booking be received with less than 14 days' notice, payment will be required in full. All prices are subject to change at any time with the exception of confirmed bookings.

Venue Suitability, Parking & Access

The choice of venue and suitability is entirely your responsibility. It will be the host/organiser's responsibility to ensure that an appropriate area is available and is clean and tidy and where possible have a separate room available with access to sanitary running water and power. Please pay consideration to the number of guests and ensure numbers will fit comfortably in your home or chosen location. Please also ensure there is suitable nearby parking as The Fairy Nailmother has considerable equipment to transport/provide. All equipment, towels and treatment products will be provided by The Fairy Nailmother.

Paying your deposit

A non-refundable deposit of 20% of your total package cost is payable in advance with your booking form in order to secure the services of The Fairy Nailmother. This deposit is to be returned along with your booking forms COMPLETED IN FULL, SIGNED and DATED. Your preferred dates cannot be held open for longer than 7 days without a 20% deposit. I am happy to accept cheques (payable to Claire Stone and supported with valid guarantee card) or cash (please do not post cash, please arrange for hand delivery) or bank transfer (bank details can be supplied on request) Once the deposit has been paid and the funds are cleared your booking and event date are secured. This deposit will be deducted from the final package price, see Balance of your booking for an explanation.

The Balance of your booking

The balance of the booking is payable as follows in a simple 3 stage payment programme:

- 20% of your total package cost is payable in advance. Non-refundable deposit as advised above.
 - 50% of the remaining balance is payable at your trial session, usually 12-8 weeks before your confirmed event date.
 - 100% of the remaining balance is payable 4 weeks before your event date.
- *You can pay the full balance at your trial if wish, then you can relax and cross that one off your list*

For example:

Total Package Cost £150.00 (inc travel)

20% Non-Refundable Deposit £30.00.

50% of the remaining balance at trial £60.00.

100% of the remaining Balance 4 weeks before event date £60.00.

In the event of a cancellation

If **you** choose to cancel your booking once a date has been confirmed please see below. Should you wish to make any changes to the date/location of your booking, at least 28 days' notice will be required, however please bear in mind there will be no guarantee your date will be available. Any cancellations with less than 28 days' notice will result in 100% cancellation charge and payment being required in full. Should your personal circumstances change beyond reasonable control The Fairy Nailmother will consider the circumstances on an individual and mutually agreeable basis. In the unlikely event that The Fairy Nailmother has to cancel due to personal reasons or illness a full refund will be given of all monies paid.

- Cancellation before a trial means your non-refundable deposit will be held.
- Cancellation after a trial and with less than 4 weeks' notice will mean 50% of the balance is payable.



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- Cancellation with less than 4 weeks' notice will mean 100% charge of the balance is payable.

Force majeure

The Fairy Nailmother does not accept any liability and shall not be liable for non-completion of the event or for any delays arising as a result of incidents out direct control: Bad weather. Loss, damage or cancellation due to fire, floods or any other cause beyond reasonable control. State funerals and days of public mourning. Strikes, riots or lock outs affecting any trade with which The Fairy Nailmother is concerned.

Medical Conditions & Health & Hygiene

A full and treatment appropriate client consultation will be carried out for each guest, if deemed necessary a client consultation card will be issued for completion ahead of the booking. The host/organiser must notify of any special requirements of the guests including but not limited to allergies which may in any way affect a decision to provide a service to guests, or affect the health or wellbeing of other guests. All allergies, infestations or viruses of guests must be reported prior to the event date. Liability cannot be taken for reactions or injuries sustained due to the withholding of medical information during the event or thereafter. As such you agree to indemnify in respect of any claim which may arise as a result of your misrepresentation or failure to make such disclosure. If you have any concerns over medical conditions that may prevent a treatment from taking place or you suspect you may be pregnant please contact to discuss. The Fairy Nailmother uses only the highest quality professional products following stringent hygiene practices.

Loss, Damage & Personal Injury

The Fairy Nailmother is public liability insured with BABTAC and will take the utmost care to ensure the safety of all party guests at all times. The Fairy Nailmother will not be liable to the venue or host/organiser for any damage, loss or injury suffered by your guest or any other persons while participating in the event.

Antisocial, threatening or violent behavior

Antisocial, threatening or violence towards The Fairy Nailmother will not be tolerated and will result in treatment being refused and will see the service will cease.

Dissatisfaction of Service

The Fairy Nailmother takes all complaints or dissatisfaction with any service provided seriously and will be addressed as a matter of priority. Please address all complaints on the day to give the opportunity to rectify the situation and in order that an appropriate and immediate and suitable solution can be provided. Should this not be possible please address personally to Claire Stone in writing, giving details of the party date, location and treatments received, and details of the complaint.

All bookings are subject to these terms and conditions and by agreeing to these terms and conditions The Fairy Nailmother will make a promise to you to that the service you will receive and will be personal, professional and pampering, using only the best quality products with the highest standard of training and hygiene practices. The Fairy Nailmother reserves the right to alter or withdraw any party or service at any time.

- Signed

- Dated.....