

Wonderland Hair and Beauty By Alice (WHABBA)

Booking Terms & Conditions

1. Service Disclaimer & Medical Safety

1.1 To ensure you have the safest possible experience and that your selected treatments are suitable, **Wonderland Hair and Beauty By Alice (WHABBA)** conducts a mandatory consultation prior to completing any service.

1.2 During this consultation, the Client is legally required to disclose all current or historical medical conditions, active medications, physical ailments, or altering biological factors (including but not limited to: pregnancy, past surgeries, skin conditions, allergies, or recent strenuous exercise) which could trigger an adverse reaction to a service or product.

1.3 It is the absolute responsibility of the Client to bring any health factors, contraindications, or medical updates to the attention of WHABBA prior to the commencement of any service.

1.4 WHABBA strictly reserves the right to decline treatment to any customer if there is any professional concern that a service may cause a negative health or skin consequence. In such an instance, the Client will be offered a more suitable alternative treatment, an alternative appointment slot, or a partial or full refund of that specific service fee at WHABBA's discretion.

1.5 Depending upon the specific service(s) booked, the Client is required to complete a customer record card and sign an indemnity waiver before work begins. This waiver serves to:

- Release WHABBA from any liability regarding negative physical or medical consequences resulting from undisclosed conditions or unpredictable biological reactions.
- Release WHABBA and any substitute professionals from liability arising from any negative consequence of a service that does not stem directly from the professional's own proven negligence.

1.6 For confidential inquiries regarding suitability for any service, please complete the contact form on our website or call **07858392866**.

2. Non-Refundable Booking Fee & Date Security

2.1 The booking fee is strictly **non-refundable** under all circumstances. This fee secures your specific appointment date on the WHABBA calendar and acts as a retainer to mitigate financial loss in the event of client rescheduling or cancellation.

2.2 The non-refundable booking fee only counts towards the final cost of services for an appointment, wedding, or event that is successfully carried out on the original date booked.

2.3 Below are the mandatory booking structures and payment schedules applying to both salon-based and mobile appointments:

- **Standard Hair & Beauty Bookings:** A 50% service cost is due upfront as a non-refundable booking fee, with the remaining balance due in full on the day of the appointment.
- **Weddings and Special Occasions:** A **£100.00 non-refundable booking fee** is required upfront to secure your date. **50% of the remaining balance is due exactly 12 weeks (84 days)** before the wedding day, with the **final remaining balance due exactly 8 weeks (56 days)** before the wedding day, unless an alternative payment plan has been formally agreed in writing.
- **Hen Parties, Pamper Parties, and Pop-Up Salons:** A 50% service cost is due upfront as a non-refundable booking fee, with the remaining balance due in full exactly 8 weeks (56 days) before the event date, unless an alternative payment plan has been formally agreed in writing.

3. Mobile Daily Rates & Travel Costs

3.1 For services conducted outside of the physical salon environment, WHABBA enforces a **minimum daily operational rate of £250.00**.

3.2 This minimum daily rate applies to all mobile Weddings, Wedding Hair and/or Makeup Trials, Hen Parties, Pamper Parties, Pop-up Salons, and Photo-shoots, regardless of the final number of people or services booked.

3.3 **The Salon Trial Exception:** The minimum daily rate is waived *only* when clients travel to the physical salon for a Wedding Hair and/or Makeup trial. In this instance, the client is billed solely for the cost of the individual trial services. This exception does not apply to wedding day services performed inside the salon, where the £250.00 minimum daily rate remains fully applicable.

3.4 Fixed return travel expenses and any associated parking costs apply to all bookings executed outside of the salon and will be itemized on the master invoice.

4. Payment Plans & Strict 16-Week Thresholds

4.1 At the absolute discretion of WHABBA, structured payment plans may be established with clients to spread the booking costs. All payment schedules must conclude and be paid in full no later than 8 weeks prior to the event date.

4.2 Should you choose to cancel, alter, or reduce your services after agreeing to a final service fee, your financial liabilities are strictly determined by the following contract timelines:

- **Cancellations More Than 16 Weeks Prior:** If you cancel or reduce your booking **more than 16 weeks (112 days or more)** before your event date, you are eligible for a 50% refund of the cost of those cancelled services, minus the non-refundable booking fee. WHABBA retains the remaining 50% to cover administrative costs and lost booking opportunities.
- **Cancellations Inside 16 Weeks Prior:** If any wedding, party booking, or individual service is cancelled **16 weeks or less (112 days or fewer)** before the event date, **no refunds will be issued under any circumstances, and full contractual costs must be paid.** WHABBA reserves the absolute right to retain all monies paid, and any outstanding balances for the original services booked remain legally due and payable immediately.

4.3 This strict 16-week forfeiture policy applies regardless of whether WHABBA is available on a newly proposed rescheduled date and applies equally to clients on payment plans.

5. Cancellations & Rescheduling (Standard Salon Appointments)

5.1 **Notice Requirement:** To cancel or reschedule a standard, non-advanced salon beauty appointment, you must notify WHABBA a minimum of **48 hours** prior to the appointment time. Failure to provide 48 hours' notice results in the immediate forfeiture of your booking fee.

5.2 **Rescheduling Allowances:** If notice is given more than 48 hours in advance, you are permitted to transfer your booking fee to an alternative date **once**.

5.3 **Repeated Changes:** If you cancel or reschedule a previously rearranged appointment, or if you request multiple changes, it will result in the immediate forfeiture of your booking fee. A new fee will be required to book future sessions. If an appointment is rescheduled a second time, the service must be paid for in full upfront, and no refunds or further alterations will be permitted.

5.4 **Advanced Booking Cancellations (Non-Wedding):** For non-wedding advanced bookings made 8 weeks or more in advance which have been paid in full, a 50% refund is available only if notice is given prior to the 8-week mark. Any cancellation made less than 8 weeks before the scheduled time results in the loss of the full-service fee.

6. Wedding Hair & Makeup Trials

6.1 **Purpose of the Trial:** The Client explicitly acknowledges that a hair and/or makeup trial is an interactive consultation, design process, and collaborative tool used to experiment with, adjust, and establish a desired look. The trial session is **not a trial period or a conditional escape clause for the main wedding contract itself**, nor does dissatisfaction with a preliminary look grant the Client the right to cancel the wedding day booking without contract penalty.

6.2 **Subjective Nature of Styling:** Hair and makeup applications are inherently subjective art forms. Subjective dissatisfaction with a trial look does not constitute a failure of "reasonable care and skill" under the **Consumer Rights Act 2015**, provided a professional service was delivered by WHABBA. The Client is required to give immediate feedback during the session so that adjustments can be made in real-time.

6.3 **Trial Rescheduling & Cancellations:** To cancel or reschedule a trial appointment, you must provide **at least 48 hours' notice**. This allows WHABBA adequate time to market and fill the vacant slot.

6.4 **Late Notice Trial Penalties:** If you cancel or reschedule a trial with more than 48 hours' notice, your trial fee can be transferred to your new date. Any cancellation or rescheduling request made **less than 48 hours prior** to the trial appointment results in the immediate forfeiture of the full cost of that service, and a new fee will be charged to re-book.

6.5 **Trial Payment Status:** Trial services are independent, fully chargeable appointments. Once the trial session has been carried out, the service fee is fully earned by WHABBA and **remains payable immediately**, regardless of whether the main wedding date booking is subsequently cancelled or goes ahead.

7. Event Date Rescheduling Restrictions (Weddings & Parties)

7.1 Same-Year Moves: If you request to move your wedding, hen party, pamper party, or pop-up salon to a new date within the exact same calendar year, you must check availability with WHABBA immediately. If WHABBA is unavailable on your new date, WHABBA is not at fault. Because WHABBA remained prepared to fulfil the service on the original date, the request will be treated as a client cancellation and is subject to the 16-week full forfeiture terms.

7.2 Cross-Year Moves (Moving Years): If you request to move your event from one calendar year to another, WHABBA treats this as a termination of the original contract. WHABBA reserves the right to charge a brand-new non-refundable booking fee for the new year, revise pricing structures to reflect updated seasonal rates, and demand full immediate payment for any distinct services already completed (such as trials).

7.3 Multi-Date Changes: If you change, move, or alter your event date multiple times, all standard refund provisions are permanently voided.

WHABBA is legally entitled to:

- Charge a separate, new non-refundable booking fee to secure each subsequent date.
- Refuse any partial or full refunds, regardless of notice, if you cancel, move dates, or reduce the number of individual services originally booked.
- Hold you liable for 100% of the original contractual balance if you cancel entirely without a confirmed new date, choose not to proceed with the event, or secure an alternative supplier.

8. Amendments & On-the-Day Service Adjustments

8.1 WHABBA understands that bridal party sizes and timelines can change leading up to an event. If you wish to transfer a scheduled service to a different individual, swap a service type, or add people to the booking, you must give notice as early as possible so WHABBA can adjust schedules and source additional team artists if required.

8.2 Any additional services agreed upon prior to the event day will be appended to the master invoice and remain subject to standard payment timelines.

8.3 Any ad-hoc services added on the actual day of the event must be settled **immediately** via Bank Transfer, SumUp card reader, PayPal, or Cash before the styling commences.

9. Cancellation by WHABBA, Substitutions & Force Majeure

9.1 Cancellation by WHABBA: In the highly unlikely event that WHABBA cannot personally fulfil your appointment, WHABBA will, with your prior permission, look to secure a qualified professional from our vetted pool of artists to cover your booking under the exact same terms.

9.2 Artist Substitutions: All alternative professionals working on behalf of or alongside WHABBA are fully independent, qualified, and insured. If a substitute artist is assigned and you are uncomfortable with the arrangement, you have the right to cancel the specific appointment and receive a full refund of fees paid for that date. If WHABBA is completely unable to source a suitable substitute professional to fulfil your booking, a full refund of your booking fee and associated service fees paid will be issued within **14 days**.

9.3 Force Majeure Legal Clause: WHABBA cannot accept liability, issue refunds, or pay financial compensation for any failure to perform contractual obligations resulting directly from a **Force Majeure event**. A Force Majeure event is defined as any severe circumstance entirely outside of our control, including but not limited to: acts of war, terrorist activity, civil strife, government-mandated lockdowns, natural disasters, nuclear incidents, fires, extreme adverse weather conditions, industrial strike action, localized port/airport closures, transport network failures, epidemics, or widespread diseases.

10. The Wonderland Hair & Makeup Team Network

10.1 For large group bookings, multi-location events, or pop-up salons requiring multiple staff members, WHABBA acts as an intermediary coordinator, matching freelance professionals to your booking in exchange for a management commission. All hair and makeup artists in this network are self-employed, independent contractors who have been checked and vetted to ensure they are fully qualified, insured, and experienced.

10.2 Where an additional hair or makeup artist is formally sourced, organized, and managed by WHABBA to assist with a large party booking, a fixed **Artist Finder Fee of £50.00 per additional professional** will be applied to the master invoice. Standard return travel and parking costs apply to every individual artist assigned to both the trial sessions and the main event location.

11. Data Protection & Privacy (GDPR Compliance)

11.1 WHABBA only collects and processes personal and medical data explicitly required to ensure the services selected are safe, medically suitable, and tailored to your specific needs.

11.2 In accordance with UK data protection laws, you may request the destruction of any personal data held by WHABBA at any time by submitting a written request via our website contact form. WHABBA will fully comply with all erasure requests, except where retention of the data is strictly required to fulfill our legal, tax, or professional insurance obligations.

11.3 To review the full **WHABBA Data Protection and Privacy Policy**, please submit a formal request via the contact form on our website.

12. Complaints & Resolution Procedure

12.1 WHABBA is committed to delivering a premier standard of service. If any aspect of your experience does not meet your expectations, or if you wish to lodge a formal complaint, you must contact WHABBA directly via our website contact form or by calling **07858392866** as soon as possible so we can work to rectify the matter.

12.2 If your complaint relates to hair or makeup services provided by an independent freelance artist sourced from the WHABBA network, you must raise the dispute directly with the specific professional who administered the service. As independent contractors, all such complaints are handled at the respective professional's absolute discretion and are subject to their individual commercial insurance policies.

12.3 To request a complete copy of our formal **Complaints Procedure**, please contact us via the website contact form.

13. Contract Activation & Final Executions

13.1 By physically or digitally signing these Booking Terms and Conditions, you explicitly confirm that you have read, completely understood, and accepted every clause outlined within this document.

13.2 The contractual agreement between WHABBA and the Client officially activates immediately upon receipt of the non-refundable booking fee. Payment of this fee serves as legally binding confirmation that you accept and agree to be bound by these terms and conditions, regardless of whether a physical signature has been collected.

13.3 All payments must be settled via bank transfer to the following account:

- **Bank:** Mettle (NatWest)
- **Account Name:** Wonderland Hair & Beauty By Alice
- **Account Number:** 29733833
- **Sort Code:** 04-03-33
- **Payment Reference:** [Your Full Name & Event Date]