

Beauty Call Ltd – Customer Terms and Conditions

1. Personal Details

- You will be required to give Beauty Call Ltd your full contact details, including mobile number and email address.
- By giving Beauty Call Ltd your details you give permission for Beauty Call Ltd to contact you in the future (if you want to opt out of communication after your booking please let us know).

2. Beauty Call Contacts

- Your booking will be dealt with by a Beauty Call franchisee who looks after your local area. She will contact you to arrange all details including artists/locations /timings etc and payments.
- The Beauty Call franchisee will give you her full contact details. If a different artist is being used for your job you will get their full contact details once the trial/job has been confirmed.

3. Booking Fee

- Booking fees are applicable on all wedding jobs where a trial is required.
- The booking fee covers all administration, saves your trial and wedding dates and secures the best available artist for both dates.
- Once your trial date has been confirmed you are required to pay the £10 booking fee to Beauty Call Ltd. A trial will not take place if the booking fee has not been paid.
- The £10 is non-refundable and does not make up part of the deposit or balance payment
- Booking fees can be paid to Beauty Call Ltd by:
 - Credit or debit card / PayPal via www.beautycall.co.uk/contact.php
 - Bank Transfer (Sort Code: 20-31-06, Account Number: 83001423) – please reference your booking number and surname.
 - Cheque, payable to Beauty Call Ltd and sent to 78 Luke St, Shoreditch, London, EC2A 4PY

4. Bridal Trials

- Your first bridal trial is free of charge*
- Extra trials for the bride and trials for bridesmaids and mothers are charged at £30 for hair or makeup and £40 for hair and makeup. This is payable on the trial day payable direct to the artist.
- At the end of a successful trial you are required to pay Beauty Call a non-refundable deposit.
- The deposit is £125 for hair and makeup or £80 for either hair or makeup. We allow a 24 hour grace in case you change your mind. If you do change your mind the £35 fee will be charged, with extra money refunded.
- This is payable by cash or cheque on the trial day (the artist will deposit it in the Beauty Call account, cheques made payable to 'Beauty Call'). If you are unable to pay at the trial you will be required to sign a copy of the booking form to show you do want to book for the wedding and will be paying asap.
- *If you are undecided or not happy with the trial and the artist is unable to achieve the look you desire, there is a fee of £35 payable direct to the artist on the day (non refundable). Undecided brides must decide within 3 working days, they must then pay the remaining balance of the deposit, within another 2 working days.

5. Deposit for other Bookings

- Deposits are required to be paid for hen parties (£100) and wedding receptions (£50) at the time of booking. Payments can be made by cheque (payable to 'Beauty Call') or bank transfer into your Beauty Call franchisee's account. These payments are non-refundable.
- The artist(s) will not be sent to a booking unless the appropriate deposit payment has been received.

6. Travel Costs

- Travel is charged at 40p per mile for a return journey. This is applicable for both trials and booking days. Prices are calculated from your local artist's base. If the job is within the London Underground network the cost of the appropriate Daily Travelcard will be charged.
- Travel should be paid directly to the artist by cash or cheque on the day.

7. Sundays and Bank Holidays

- A 20% surcharge will be added to the sub-total fee (minus travel) for any bookings that take place on a Sunday or Bank Holiday.

8. Balance Payments for all bookings

- Can be paid either on the day (given to the artist to deposit into the franchisee's Beauty Call account) by cash or cheque (made payable to 'Beauty Call')
- Or three working days prior by bank transfer (the Beauty Call franchisee will provide her Beauty Call account details). Please use your booking number and surname as a reference, and inform the franchisee that you have made a bank payment.
- Receipts can be issued on request. If you want a receipt on the day please inform the franchisee before the day.

9. Booking Forms

- Once your booking is confirmed you can view your booking form online – login at: <http://www.beautycall.co.uk/customerbookingform/> with your bk number and email address. The form will include all details for your booking including the final balance owed.
- Once your booking is confirmed Beauty Call guarantees to have an artist available for your booking. In the unlikely event that your original artist is ill and can't attend your booking we will find a replacement artist that can do the job to the same standard.

10. Cancellations and Issues

- If you need to cancel your booking, any deposit paid is non-refundable. There is no cancellation fee on condition that you cancel more than 14 days before your booking. If you cancel within 14 days of your booking we will charge you 75% of your booking.
- If you have a complaint following your booking please direct this to the Beauty Call franchisee.
- Beauty Call Ltd will contact you after the booking with a link to an online questionnaire –your name will be put in a draw to win a holiday to Sandals