

TWIDALE TERMS AND CONDITIONS

It is the responsibility of the client named on the contract below to understand, agree, and accept responsibility (on behalf of yourself and other clients included in this contract) for all booking conditions, including all payments and due dates. By proceeding to pay a reservation fee, you accept that you are entering into a contract and you agree to be bound by these conditions. The reservation fee will secure your nominated wedding date and stylist/s for your wedding.

In these Terms and Conditions:

"We" means Twidale Hair and Makeup. "I" and "You" means the client.

1. I have received the TWIDALE prices quoted, and understand these have been confirmed for my wedding date. I agree that payment of the 50% reservation fee confirms my booking with TWIDALE and is non-refundable.
2. I agree to provide the correct address of the location where the hair and/or makeup is to be completed on the wedding day, no later than 2 weeks prior. Failure to provide the correct address (and directions if applicable) may result in the delay of TWIDALE arriving on time and as a result, TWIDALE cannot be held responsible. The TWIDALE team can only offer on-location hair and makeup services at ONE location on the day, and will not transfer to a second location.
3. A car park must be supplied for TWIDALE at the location of the hair and/or makeup service. In the event that any parking fees are incurred as result of the location of the appointment, these will be passed on to the client.
4. I agree that the full bridal party will be at the agreed location and be ready to start hair and/or makeup at the agreed upon time. I acknowledge that the allocated start times are extremely important in ensuring TWIDALE deliver the service I expect, and any delay from any bridesmaids or family members not being ready when requested by TWIDALE will result in the hair and/or makeup not being completed in time.
TWIDALE is not responsible if the desired completion time is not met due to wedding party delays. If any hair and/or makeups are not completed in time due to bride/bridesmaid/family member arriving late/ not being ready when requested, this service will be forfeited. No refund will be offered nor any discussion entered in to.
5. A trial must be completed with TWIDALE before the wedding day. This is to ensure the right look is found and executed on the wedding day. The trial will be with your hair and makeup team assigned to you for your wedding day.
6. I agree to make the final invoice payment at the time and completion of the trial or no later than 28 days prior to wedding when trial cannot be scheduled.
7. It is the Bride's responsibility to confirm with TWIDALE the amount of people requiring hair and/or makeup for the wedding Day. Once the number of people is confirmed, there are to be no changes as a daily schedule is pre-planned. Once the number of people requiring our service is confirmed, no later than 28 days prior, and final balance is paid no monetary refunds will be given if there are any changes to numbers.
8. If a trial is booked and the Bride does not show up, or cancels within 24 hours, the full trial amount will be invoiced and a new trial will be required at the Brides' additional expense.
9. I understand the hair and/or makeup look as confirmed during the trial is the look to be completed on the day. Prior discussions must be had with TWIDALE if a new look is to be completed. If this is the case, a subsequent hair and/or makeup trial may be required at the discretion of TWIDALE.
10. You may indicate your preferred stylist/s but we reserve the right to dispatch any stylist from our team for your appointment. The Bride will be notified and contacted by the hair and makeup artist assigned, no less than 2 weeks before the wedding day.
11. I understand that if the wedding is postponed for any reason, prices are subject to change every 6 months, and therefore your quote may be impacted.
12. You may not reschedule your wedding day booking and a cancellation of your booking will result in the full charges being payable. There is no refund for cancellations.
13. Covid clause: In the event that Covid prevents your wedding from proceeding we will hold your deposit as a credit with no expiry date. This credit is NOT transferable to another person, but can be used toward salon services.

I agree to above Terms and Conditions:

Full name: _____ Signature: _____ Date: _____

Wedding date: _____ Address for wedding prep (if known): _____ Required no later than 2 weeks before wedding

Contact number: _____ Email address: _____ Social tag: _____

Services required: (indicate number required of each service)

- Bride Hair & Makeup Bridesmaid Hair & Makeup Guest Hair & Makeup Junior Bridesmaid Hair & Makeup
- Flower Girl Hair & Makeup Makeup Only Hair only Blow Dry Clip In Extensions

*Please complete all details and email to hello@twidale.com.au