

Terms & Conditions

Policy prepared by: Stephanie Noon

Policy became operational on: 21.04.2022

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Introduction

By booking your appointment with Styled by Steph you are agreeing to the following Terms & Conditions as laid out in this document. This includes all appointments booked via email, booking form, social media (including personal accounts), Whatsapp, phonecall and SMS message. You are agreeing to these Terms and Conditions regardless of accepting your booking form. Styled by Steph reserves the right to cancel your appointment at any time. Styled by Steph reserves the right to dictate the timeframe that cancellation fees are applied on an individual comp basis.

Why this policy exists

These Terms and Conditions:

- Allow people to cancel their appointment in confidence
- Protects the rights of Styled by Steph and any of the team against no shows and last-minute cancellations
- Allows those on waitlists to receive an appointment
- Protects the fees incurred by Styled by Steph to be covered at each event

Cancellation Policy

All appointments cancelled within 24 hours prior to the appointment must be paid in full.

Within 48 hours you may incur a 50% charge.

Styled by Steph reserves the right to impose different cancellation timeframes with due notice on social media. All cancellations fees are at Styled by Steph's discretion.

If you are more than 5 minutes late, you may not receive the specific style you want. If you are more than 10 minutes late you will receive a sleek low bun; only eye makeup. If you are 15 minutes late you are considered a no show, your appointment will be terminated and you must pay in full for the service.

Cancelling your appointment

By contacting Styled by Steph directly you have the right to cancel your appointment. However, Styled by Steph reserves the right to determine if a cancellation fee is due. This is decided on a one to one basis and will consider all factors these include (and is not limited to):

- Illness
- Positive covid test (must show certified proof)
- Family emergencies
- Injury and subsequent withdrawal from the competition

How to contact us:

If you have any questions about Styled by Steph's Terms and Coniditions, please do not hesitate to contact us:

Email: styledbysteph1@outlook.com

Website: www.styledbysteph.co.uk