

Complete Bride

Terms and Conditions

Please note the following important terms and conditions on booking with Complete Bride.

Payment

Once we have confirmed the availability of your booking, we will notify you of the admin charge that must be paid to secure that booking. Your booking is not guaranteed until we receive this payment.

After we have received your initial payment we will send you our welcome pack along with an invoice which is payable on the day. Full payment of this balance is the responsibility of the person making the booking. Whether or not you choose to use this envelope, please ensure that fees are collected together beforehand and that the full balance is available to our staff before the commencement of your service. Additional price lists can be downloaded from our website along with helpful information leaflets.

Please note:

We are unable to accept cards or cheques on the day - all payments must be in cash. However, we can arrange for the balance to be paid by credit/debit card prior to the date. Should you wish to make such arrangements please contact us at least 14 days prior to your wedding day.

Pricing

All prices are subject to change, we will notify you of any changes prior to confirmation of your booking.

Deposit/Admin

Upon booking, you will be required to pay a non refundable admin charge, which under no circumstances is redeemable. Should you wish to reschedule and only where appointments are available, we will transfer this payment to your new booking.

Supplementary Bookings

Any changes after your booking is confirmed are subject to availability. If any additional people require our services on your date, but do not have an appointment, we will endeavour to accommodate them should time allow us to do so. Any extra additions to your booking, after your deposit is paid, can be added to the balance on the day with prior approval of complete bride only. Whilst we endeavour to assist, it may not be possible at short notice.

Refunds

Complete Bride does not offer refunds for completed services. We always aim to ensure that our brides and their parties are happy before we leave. Should you require any changes to our services, the onus is on the client to notify our staff whilst on location.

Cancellations

We ask that you kindly give us a minimum of 14 days should you wish to cancel or reschedule your appointment. Cancellations or missed appointments without prior notice within this timescale will be charged at the full cost of that appointment. As Sunday appointments require a minimum of 3 people, any cancellations of numbers must still meet this.

Timing

The time we allocate for the beginning of your service is based upon the time of your wedding and the requirements of your party. This time is not negotiable. To ensure that you and your party are ready in plenty of time, it is crucial that everyone is at the booked venue at the appointed time. Should we encounter some delay, we will notify the responsible person as soon as possible. In case of a situation arising, which is outwith our control, and prevents us attending your event, we will make every effort to find you a professional replacement or we will refund your payment.

Trials

Trials are not given as standard, as we cannot guarantee the same stylist/artist/therapist will remain available for both dates although we would endeavour to do so. We reserve the right to change/replace staff within working constraints. Once your admin charge has been paid, it is deemed that you have accepted our terms and conditions as given, unless we receive written confirmation that you do not wish to go ahead.

Staff

Any form of threats, abuse, violence or unreasonable behaviour will not be tolerated and all staff reserve the right to leave any situation in which they feel threatened or unsafe. These circumstances are rare, but should any of the above arise, we reserve the right to cancel/leave your room & venue.