



## Terms & Conditions | Booking Information

Upon confirming your booking, a booking fee is required to secure your appointment. By confirming your booking, you agree to the following terms and conditions as below. These terms and conditions are non-negotiable and subject to change.

### BOOKINGS

A booking fee of 50% is required to book a wedding or special event with Messy Bun. Only the booking fee payment as received into the nominated account will confirm and lock in your selected event date.

The remaining outstanding balance will be sent 4 weeks out and is due 3 weeks before the wedding day/event.

To book, Messy Bun requires a wedding booking to be a minimum of 4 people. Subject to my discretion, bookings in the off-peak season can be individually suited and may not necessarily require the minimum number.

Booking will be held for 7 days from the date the quote is sent and then released if no booking fee is paid.

Once booking is confirmed that date will be yours and I will turn away any further requests for your date.

Due to the nature of Sherrie's business structure, being that once your booking fee is received your date is held and secured with all the other work turned away, **the booking fee is non refundable at any time.**

### TRAVEL FEES

Messy Bun charges \$1 per km for travel by car. Other fees which may apply are ferry tickets, taxi's, flights or parking. If required to travel 2 hours or more out of Auckland, an overnight accommodation fee will be charged.

Parking fees are also chargeable for all bookings that do not provide free parking, please confirm any parking fees at the time of booking.

Waiheke weddings will incur a \$200 travel fee on weekends and public holidays and \$250 on weekdays. This will cover ferry ticket, parking at the wharf and the time it takes to travel to where you will be getting ready.

Messy Bun requires drop off and pick up to the wharf on Waiheke, inability to do so will incur additional charges for taxi.

### **WEDDING DAY**

I allow 45-60 minutes per person for hairstyling on the wedding day, this is dependent on the style chosen and each person's hair type.

If everyone could please wash and blow dry their hair smooth the day before, this will help with the hold factor for up-styles or glamour waves and anyone wanting a blow dry can wash their hair the morning of the wedding.

We aim to have everyone's hair finished 45-60 minutes before your departure time, this allows enough time for you and your bridal party to finish getting ready and final touch ups before we leave.

### **TRIALS**

I recommend having your trial 2-3 months before your wedding date. An email will be sent approximately 3 months before your wedding date to book this in.

Trials can be booked on Monday - Friday between the hours of 9am and 7pm and take up to 2 hours. Friends and loved ones can accompany you if you wish, please let me know prior so I can set up accordingly.

Please bring along your hair accessories/veil, hair extensions if you require them and any photos of hair styles you'd like to try.

Please have your hair washed and blow dried smooth for the trial, hair washing instructions and my address will be sent 1 week prior to trial appointment.

Trials can be arranged at your house in an Auckland location but will be subject to additional costs i.e travel and parking.

If a trial is not to be performed due to unforeseen circumstances a non-trial surcharge will be applied to allow extra time spent via emails and on the day.

### **CHANGES WITHIN A BOOKING**

Requests to increase total numbers will all be accommodated where possible but will be subject to availability. Deductions to the invoice are unfortunately

not permitted. Any services no longer required must still be paid for, as Sherrie would have accepted the booking based on those numbers.

### **CANCELLATIONS AND POSTPONEMENTS**

All cancellations must be made in writing via email.

For all cancellations, your booking fee will be forfeited as a loss suffered by Messy Bun.

Weddings that are postponed to a later date with more than 90 days notice from the original booking date will retain the deposit as long as Messy Bun can reschedule for the new date and time.

Weddings postponed within the 90 days of original booking will incur a fee.

In the unlikely event Messy Bun is forced to cancel a booking due to sickness, injury, personal emergency or any other circumstances beyond their control, a full refund of up to 100% will be paid to the client within 10 business days.

For cancellations and rescheduled bookings due to covid alert levels please read below.

### **COVID-19 POLICY**

#### **Red alert level:**

Sherrie will allow a reschedule of up to 1 year out from original wedding date if given 3 or more weeks notice from date booked after Red alert is announced. If your wedding falls within the first 3 weeks of going into Red the reschedule will also be accepted.

#### **Level 2.5, Level 3 or Level 4:**

Should a Nationwide or Auckland lockdown restriction be put in place that falls on your wedding date, preventing Sherrie from performing her services, your booking will be transferable to a new date up to 1 year out from your original date (subject to availability). Normal terms and conditions will apply to the new date.

#### **Level 1, 2 and Orange**

Sherrie is able to operate at alert level 1, 2 and orange alert level, therefore bookings may proceed and will be expected to do so. Standard cancellation policy applies if the client no longer wishes to go ahead on their date.

### **NZ Border/Quarantine restrictions:**

NZ Border and quarantine restrictions of any kind are not accepted in any way as a valid postponement within 90 days. A postponement will not be permitted should the client or family/friends/attendees not be able to enter NZ or make the quarantine time restrictions put in place by the Government.

The only valid postponement exceptions are those listed in the Covid-19 Policy above.

### **DESTINATION WEDDINGS**

For bookings where a destination wedding is required the client will provide and meet the costs of all accommodation, travel, insurance and licenses required when travelling to the destination as per below. (If an additional stylist is required these costs will be charged to the client.)

#### **Travel outside New Zealand includes:**

Return flights

3 nights accommodation (min 3+ stars)

Airport parking or taxi fare to/from Auckland Airport

Airport transfers at the overseas destination

Plus the usual hair prices for the services required

#### **Travel within New Zealand includes:**

Return flights

2 nights accommodation (min 3+ stars)

Airport parking or taxi fare to/from Auckland Airport

Airport transfers at the destination or car hire, travel time and petrol  
Plus the usual hair prices for the services required

### **PHOTO'S AND TESTIMONIALS**

On the wedding day I will take a few photos of the hairstyles we create for social media. Please let me know prior to your wedding day if you are not comfortable with these being posted.

I would love to see some of your professional photos from your photographer if you'd like to email them to me along with a testimonial for my website.

### **EXCLUSIVITY CLAUSE**

The client grants Sherrie Moleta and/or an assistant/replacement she provides, the sole and exclusive right to provide all hairstyling services agreed to on wedding day.

### **RIGHTS RESERVED**

I, Sherrie Moleta reserve the right to cancel any booking and will provide email notification of doing so if a booking is in breach of these terms and conditions.

\*