

Alchemy Hair Co.

Wedding Booking Terms and Conditions

Hair Prep – Let's Get Ready!

To get the best results on your big day, please follow these prep tips and make sure everyone getting their hair done has a copy.

- Wash hair the night before (shampoo twice, condition once).
- All hair must be fully dry in the morning (unless you're booked for a short hair blow dry).
- No tight buns or headbands – just a low ponytail is perfect.
- Curly or wavy hair? Please blow dry straight for smoother styles (no straighteners please).
- Heat protectant is fine, but skip oils or serums.
- Working with your natural curls? Prep your hair as usual the day before and make sure it's dry for styling.
- If hair isn't prepped correctly, extra charges may apply.

Travel Info

- Mobile service is available for bookings of 3 or more upstyles or payment equal to 4 styles.
- Changes to location or reduced numbers may result in extra travel costs or loss of refund.
- For smaller groups (3 or less), we also offer in salon appointments.

Booking Details

- To book, please fill out our Wedding Enquiry Form on our website.
- A 20% (non-refundable) booking fee is required to secure your day. This must be paid within 48 hours.
- Once we have received your deposit, a second invoice will be sent with the total remaining and the due date.
- Full payment is due one month before your wedding. You can pay in full or in instalments. Please let us know if you wish to do instalments.

- Be upfront about hair lengths and styling needs – extra costs may apply for additional time, padding, or extensions.
- Everyone getting hair done must be ready at the start time. Late arrivals may result in extra charges.

Hair Trials

- Optional, but highly recommended!
- Book trials at least one month before your wedding, available Wednesday – Saturday.
- We'll use this time to perfect your look and go over your schedule.

Wedding Day Schedule

- We'll provide a start and finish time to keep your day running smoothly.
- Everyone must be present at the start unless arranged in advance.
- Stylists may charge extra if they're kept waiting or asked to stay longer.
- Bride is usually last or second last for styling.
- We don't provide touch ups for hair not done by us or lend out tools/products.

Veil & Touch-Ups

- We'll place your veil or teach your bridal party how to.
- We'll also share tips to keep your hair looking fresh all day.

Housekeeping

- Steam clothes before we arrive to avoid affecting hair.
- Anyone showering should do so before our arrival.
- Want hair photos? Let us know beforehand to time it with your photographer.
- Make sure there's space for us to set up and someone to let us in.
- We require a flat surface (usually a dining table), close to power points and low backed chairs.
- Let us know if anyone is sick – our team's safety is a priority.

Cancellations & Changes

- Deposits are non – refundable and non – transferable.
- You can reschedule depending on availability. At least 12 weeks' notice is needed to avoid extra fees.
- Reducing numbers or changing details after the invoice is due won't result in a refund.
- Cancellations with less than 6 weeks' notice may require full payment.
- Weekend cancellations need at least 12 weeks' notice to waive fees.

Refusal of Service

We may refuse service if:

- The space is unsafe, unhygienic, or if anyone is intoxicated, unwell, or mistreats staff.
- Conditions breach our policy (lateness, unpaid invoices, etc.).
- Health and safety guidelines are not followed.

No refunds will be given in these cases.

COVID/Illness Policy

- Please follow all safety guidelines and complete required health forms.
- Anyone with cold/flu symptoms may be refused service.
- Refunds or changes due to COVID are at our discretion and based on current regulations.
- Deposits remain non-refundable but bookings can be transferred if needed (fees may apply).

Other Things to Know

- Natural disasters or other uncontrollable events may result in partial refunds.
- Kids and pets must be kept away from hot tools and our setup for safety.
- Damaged equipment will be charged to the bride.
- These terms may be updated, so please keep a current copy.

If you have any questions, please contact us at **0494 089 224**.