



## TERMS & CONDITIONS

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### BOOKING PROCESS

1. Bookings are made via email and online.
2. Elia Martine and team will provide a quote and availability of Elia Martine and team if required.
3. To secure services a non refundable deposit of 10% will need to be paid. The balance of the rest of the booking including travel charges (for non Ibiza Island events) will need to be paid a minimum of 6 weeks before the event.
4. Elia Martine will provide a booking summary and confirm receipt of deposit payment. It is the clients responsibility to check the booking summary and ensure any errors are notified within 7 days of receipt. If the client notifies Elia Martine after the 7 day period and Elia Martine are unable to fulfill the booking then cancellation fees will apply (See Section 7).

Please note booking is not final until the deposit has been paid in full and Elia Martine has confirmed receipt in writing.

### PAYMENT

The deposit can be made via bank transfer.

Any deposit taken is deducted from the final balance and is not an upfront payment for the trials. Trial costs are due at the time of trial or prior. Deposits are non-refundable and non-transferable.

The price agreed at the time of booking is final, if Elia Martine's price list changes it will not affect the agreed rate.

All discounts and special offers are agreed at the time of booking based on the number booking. If the number changes any discounts will no longer be applicable and full price may be charged.

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## CHANGES TO BOOKINGS

Notification should be given of any changes to the booking and trial as soon as possible. This includes changes to the number of clients, location, dates and times. It is the clients responsibility to do this as we cannot guarantee stylists availability on the day.

Changes must be confirmed in writing via email or in person and are not accepted as written notice until you have received a reply from Elia Martine. Text messages are not accepted.

### CHANGE OF TRIAL DATE

An alternative day can be found, trials are not usually carried out on a Saturday. If you require a Saturday, please mention when booking and we can try accommodate.

### CHANGES TO THOSE HAVING TRIALS

Any changes to those having trials must be made in writing 48 hours before the date of the trial. If changes result in the number of attending being reduced, Elia Martine reserves the right to change the time or date of the trial and any discounts may be void. Please inform the booking team of changes to confirm new costs.

### CHANGE OF WEDDING DATE

We will do our best to rebook Elia Martine for the new date. If this is not possible then the cancellation fees will apply.

### CHANGES TO NUMBER OF CLIENTS

A new price will be calculated based on the current price list for Elia Martine to reflect any changes in the bridal or event party.

If a wedding or event or part booking is cancelled within 14 days of the event , the full balance is required in full.

Stylists are allocated on the number of people in the bridal party. If the number of people or number of serviced is reduced after the booking has been made and confirmation sent, we may need to allocate another stylist. If another stylist cannot be found, we reserve the right to cancel the booking. The deposit and trial payments will be retained.

### CHANGE OF LOCATION

If the location changes dramatically (ie to the mainland or another island), there may be a further charge for travel added.

### IN THE EVENT OF DELAYS ON THE DAY

If we experience unforeseen delays which are out of our control refunds will not be given in the event that one or more services are forfeited as a result and no compensation will be offered if we overrun. If you are aware of factors, which could delay or hinder our journey, such as diversions, road closures, please advise us as soon as possible so we can factor this into our route. No refund or compensation will be offered for delays caused by other wedding vendors, guests, or members of the bridal party.

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## CANCELLATION FEES

If for some reason you cancel your booking, your cancellation must be confirmed via email only, phone calls or text messages are not accepted.

If a wedding or part of booking is cancelled within 14 days of the wedding or event date, the balance is required in full.

Your deposit is non refundable.

Please note ALL CANCELLATIONS OR CHANGES must be stated in writing.

## ELIA MARTINE CANCELLATIONS

In exceptional circumstances Elia Martine may need to cancel a booking. This has never happened before but if it does all attempts will be made to find an alternative stylist. If this is not possible or is unacceptable to the client, Elia Martine will refund 100% of the deposit.

## MISC TERMS

Elia Martine and team reserve the right to refuse work if a client is rude or aggressive. In this case the usual cancellation fees will apply.

If you suspect any member of your bridal party may pose as a challenge in any way, they are encouraged to have a trial to avoid potential delays on the day.

SIGNED BY CLIENT: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED BY ELIA MARTINE: \_\_\_\_\_

DATE: \_\_\_\_\_