

BOOKINGS

Your booking is secure once your booking deposit is received and confirmed in writing.

Please note once you have paid your deposit and your booking is confirmed this means you are agreeing to our terms and conditions.

BOOKING DEPOSIT

There is a 50% non-refundable deposit when booking with GLAMROOM. This deposit is non-transferable, e.g. in the event that a member of the group pulls out of having their agreed hair service their portion of the deposit cannot be transferred to the remainder of the balance owing.

PRICES

Prices are subject to change, however if you have already paid your deposit then we will honour the rates quoted at the time of booking.

Quotes from GLAMROOM are valid for 14 days from date of issue.

TRAVEL

We travel anywhere in the Wellington CBD region free of charge - outside of that it will be \$1 per minute according to Google Maps to your address or desired location.

We are happy to travel to any location in the North Island or South Island at an extra fee.

Please contact us for a travel quote to your desired location.

PARKING

In locations where parking charges apply these costs will be passed onto the client. Eg: CBD metered carparks or valet parking at hotels.

EARLY MORNING FEE

An early morning fee of \$50 per hour per stylist will apply to a start time commencing before 8am.

PUBLIC HOLIDAYS

Events falling on a public holiday incur an extra fee.

FINAL PAYMENT

Payments for Hair, Makeup and Lashes must be paid in full no later than 14 days prior to the booking date via direct deposit.

We are happy to accept cash payments if organised prior to the Trial or Wedding date.

Please note that as a mobile service we do not have EFTPOS and do not accept cheques.

REFUNDS

We do not offer refunds for any completed services, therefore, if you are in any way dissatisfied, the onus is on the client to notify Chloe/Jacqui or the stylist representing GLAMROOM, whilst still on location for that appointment. Please note that if our clients are not happy with the look we've provided at the time, we will keep tweaking until we get that look perfect for them – this is our philosophy at GLAMROOM.

CANCELLATIONS

Cancellations or missed appointments without prior notice will be charged the full cost of the appointment.

All deposits are non-refundable.

TIMINGS

Time management is of the essence with adhering to the appointment times agreed to, as it is critical in ensuring we deliver our high standard of service within that time. Therefore, when making an appointment time please note that these times will be strictly adhered to. Should any unforeseen circumstances arise that affect the appointment time we've agreed to please advise Chloe/Jacqui at GLAMROOM as soon as possible so we can re-schedule at our end – we will try our very best to accommodate you.

UNFORESEEN CIRCUMSTANCES

In the unlikely event that GLAMROOM is unable to provide the hair and makeup services on the scheduled booking date, we will make every attempt to secure a replacement stylist. All discussions regarding rescheduling and refunds will be entered into on a case-by-case basis. In the event of a natural disaster, flight cancellations, road blocks, fog, earthquake, flooding, fire, world pandemic (coronavirus) etc, where GLAMROOM is unable to safely get to the location a non-transferable payment in full will be charged.

ALLERGIES

We are not, under any circumstances, responsible for any allergic reactions to products used. The onus is on the client to notify us if you or anyone in your group has particular hypersensitivity that you are aware of. We are happy to use your own products that you are familiar with if you or anyone in your group is prone to allergic reactions with hair, makeup and lash products.