



### **Terms & Conditions:**

A 25% wedding day booking administration fee is required to secure my services at the time of confirmation, deductible from the wedding day balance. Please note no provisional bookings will be made. Minimum wedding day booking of £650 excluding all travel and expenses. Bookings made 8 weeks or less from the wedding day will require a non-refundable 50% of the wedding day balance upon confirmation. The remaining 50% will be due to clear 48 hours after the consultation.

Prices are not inclusive of hair extensions but can be provided and happy to discuss at your consultation in regards to options and costs once Natalie Danielle has seen your hair.

Flower girls (under 10's) is a 15 minute service offering soft curls plaits with a touch of blush and lip colour only. Should their hair be extremely thick, long or require full adult styling the full adult fee will be charged, likewise if a full face of makeup is required an adult fee will be applied.

Weekends are exclusive to Weddings therefore consultations are only available Monday-Friday or at the discretion of Natalie Danielle. Please advise at time of booking if you are unable to accommodate a week day consultation. UK consultations are held at Natalie Danielle's studio in Berkhamsted or your preferred choice of location. UK consultation balance is due 14 days in advance of your appointment. Cancellation of consultation requires 72 hours notice where possible, failure to do so will incur charge. UK travel is charged at £0.45 per mile. Additional travel fees such as, but not limited to ticket machines, permits as well as congestion zone charges or any other travel related charges associated to the appointment where services are conducted are in addition to quoted travel costs above and will be payable by the client. Please provide details ahead of your appointments where possible. Any travel charges incurred to Natalie Danielle at your consultation or wedding day as above will be due in full on the day or invoiced and payment due to clear within 7 days.

Any amendments to the booking size must be communicated and confirmed to Natalie Danielle within 48 hours of the consultation. Reduction of the booking size after this period will be subject to the original confirmed booking, at sole discretion of Natalie Danielle and will still be charged.

25% of the remaining wedding day balance will be invoiced 48 hours after your consultation and due within 5 days.

Wedding day outstanding 50% balance is due to clear 8 weeks in advance of the wedding day.

Cancellation of the wedding booking 48 hours after a UK consultation will incur the following charge: +12 weeks before the wedding: 50% of wedding day balance due, 9-12 weeks before the wedding: 75% of wedding day balance due, 8 weeks or less before the wedding: 100% of wedding day balance due.

Postponement of the wedding day booking must be notified to Natalie Danielle immediately. You are required to liaise with Natalie Danielle in order to agree alternative availability. Once a postponement date is agreed Natalie Danielle will provide an addendum to this contract reflecting the amendment(s). Should you proceed with a date that Natalie Danielle is unable to fulfill, it will be deemed that you are cancelling the booking and therefore will be subject to the cancellation fees set out within the terms and conditions.

All international transport and accommodation costs are due 48 hours after a UK consultation or any time before this period to secure quoted cost where possible. All transport and accommodation expense to Natalie Danielle are non refundable once confirmed and booked by Natalie Danielle. Natalie Danielle is not liable for any increase in transport and accommodation costs therefore it is advised that transport and accommodation costs are secured and paid for at your soonest convenience to avoid fluctuation where possible. All transport and accommodation will be booked by Natalie Danielle and invoiced to you. Please advise if you wish to book any of the above yourself, as you will need to liaise with

Natalie Danielle and coordinate with her working diary availability.

Please note if you have a large booking, early ceremony or request a later start time than advised for the morning of the wedding an assistant may be required. Each confirmed assistant is charged at £75 (+ accommodation and travel costs where required). Assistants require the £75 booking administration fee upon confirmation to secure their services, deducted from the wedding day balance.

All booking administration fees including assistant and paid travel and accommodation costs to Natalie Danielle are non-refundable.

Natalie Danielle will provide you with both a scheduled consultation appointment time and wedding day schedule ahead of both bookings. Please note there will be a charge of £50 per hour (per artist where applicable) for any additional time required from that detailed, or for delays from the agreed timings given where Natalie Danielle and/ or her team has to wait or work longer. Payment will be invoice for and due to clear within 7days from the appointment/ wedding day. Please notify Natalie Danielle at your soonest convenience if you wish to extend these timings.

Natalie Danielle reserves the right to refuse service to the client or any member of the Bridal party for, but not limited to any illness, conditions or contraindications that pose a risk to either party or future bookings for example illness, allergies, infection, virus or surgery. Natalie Danielle will not be held liable for any loss or damage incurred to the client or Bridal party due to the clients negligence to inform Natalie Danielle and/ or her team of any known illness, conditions, contraindications or medical history that pose a risk to either party. No refund or compensation will be given for any services refused by Natalie Danielle due to, but not limited to illness, conditions or contraindications that pose a risk to either party or future bookings. All Bridal party will be required to fill out and sign a contraindications form and declare any travel over the past 14 days that may pose a risk to Natalie Danielle, her team or future bookings 7 days before their consultation and/ or wedding day, agreeing to the above. Should you or your Bridal party knowingly provide false or inaccurate information or withhold information, services will be cancelled by Natalie Danielle and are non refundable.

You are required to provide Natalie Danielle with a selection of 10-15 high res. Professional images from your photographer after the wedding or access to your online album where Natalie can select images for use on (but not limited to) social media, website and marketing material.

All Brides are requested to have valid wedding insurance and provide Natalie Danielle with their insurance policy number and provider upon confirmation of their booking. It is at Natalie Danielle's discretion should you not have valid wedding insurance to proceed with your booking.

**Agreement:** This contract is made effective on receipt of your booking administration fee and shall remain into effect until the wedding day. Hereby you agree to the above and enter this legally binding contrac

## Privacy Policy

With GDPR going into effect on 25<sup>th</sup> May 2018, it creates consistent data protection rules across Europe. It applies to all companies that process personal data about individuals in the EU, regardless of where the company is based. To comply with GDPR I've added clarifying language that helps you understand what kind of information I collect and what I do with that information. I treat your data in the same way that I would wish my own personal information to be treated.

Most pages on my website can be accessed without giving me your personal information. If however, you fill out the contact form I'll ask for your name and email address along with some other enquiry related questions in order for me to respond appropriately and provide accurate quotes. By providing me with your data, you warrant to me that you are over 18 years of age. Natalie-Danielle is the data controller and is responsible for your personal data (referred to as "I", "my", "me", "myself" in this privacy notice). **I may process the following categories of personal data about you:**

**Communication Data** that includes any direct communication that you have with me whether that be through my contact form, email, text, social media or otherwise. I process this information for the purpose of communicating with you, record keeping and for the establishment, pursuance or defence of legal claim. My lawful ground for this processing is my legitimate interest which in this case is to reply to communication sent to me, to keep records and to establish, pursue or defend legal claims.

**User data** that includes data about how you use my website and any online services together with any data that you post for publication on my website or through other online services. I process this data to operate my website and ensure relevant content is provided to you, to ensure the security of my website and to enable publication and administration of my website, other online services and business. My lawful ground for this process is my legitimate interest which in this case is to enable myself to properly administer my website and business.

**Technical Data** that includes data about your use of my website and online services such as your IP address, login data, details about your browser, length of visit to pages on my website, page views and navigation paths, details about the number of times you use my website and other technology on the devices you use to access my website. The source of this data is from my analytics tracking system. I process this data to analyse your use of my website and other online services, to administer and protect my business, website and social media accounts, to deliver relevant website content and advertisements to you and to understand the effectiveness of my advertising. My lawful ground for this process is my legitimate interest which in this case is to enable myself to properly administer my website and to grow my business and to decide my marketing strategy.

**Marketing Data** I do not use your data to market material such as newsletters, prize draws, promotional offers etc. and do not share your data with any third parties for marketing purposes. I may use customer data, user data and technical data to deliver relevant website content and to measure or understand the effectiveness of the advertising I serve you. My lawful ground for this processing is my legitimate interest, which in this case is to grow my business.

**Sensitive Data** refers to data that includes details about your race/ ethnicity, religious or philosophical beliefs, sexual orientation, information about your health and genetic biometric data. Only sensitive data specifically applying to your booking will be collected. I do not collect any information about criminal convictions or offences.

Where I am required to collect personal data by law, or under the terms and conditions of the contract between us and you do not provide me with that data when requested, I may not be able to perform the contract (for example, to deliver services to you). If you do not provide me with the requested data, I may have to cancel a service you have booked, but if I do, you will be notified at the time.

I will only use your personal data for the purpose it was collected for or a reasonably compatible purpose if necessary. For more information on this please email Natalie-Danielle@hotmail.co.uk. In case I need to use your details for an unrelated new purpose I will let you know and explain the legal grounds for this process.

I may process your personal data without your knowledge or consent where this is required or permitted by law. I do not carry out automated decision making or any type of automated profiling.

I may collect data about you by you providing data directly to me (for example by filling in the contact form on my website or by sending emails). I may collect certain data from you as you use my website by using cookies and similar technologies.

I may receive data from third parties such as analytics providers such as Google based outside of the EU, advertising networks such as Facebook based outside the EU, such as search information providers such as Google based outside of the EU, providers of technical, payment and delivery services, such as data brokers or aggregators.

I may also receive data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

**Marketing communications** My lawful ground of processing your personal data to send you marketing communications is either your consent or my legitimate interest (namely to grow my business).

Under the Privacy and Electronic Communications Regulations, I may send you marketing communications if (i) you asked for information

from me regarding my services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, I may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from me at any time.

Before I share your personal data with any third party for their own marketing purposes I will get your express consent. You can ask me to stop sending you marketing messages at any time by emailing [Natalie-danielle@hotmail.co.uk](mailto:Natalie-danielle@hotmail.co.uk) at any time. **Disclosure of your personal data** I may have to share your personal data with the parties set out below:

- Service providers who provide IT and system administration services
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require me to report processing activities

I require all third parties to whom I transfer your data to respect the security of your personal data and to treat it in accordance with the law. I only allow such third parties to process your personal data for specific purposes in accordance with my instructions.

**International Transfer** I do not transfer your personal data outside the European Economic Area.

**Data Security** I have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. I also only allow access to your personal data to any third-party whom have a business need to know of such data i.e. an assistant. They will only process your personal data on my instruction and they must keep it confidential. I have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulators of a breach if I am legally required to.

**Data retention** I will only retain your personal data for as long as necessary to fulfil the purposes I collected it for, including for the purpose of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time to keep the data for, I look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purpose, if these can be achieved by other means and legal requirements.

For tax purposes the law requires me to keep basic information about my customers (including contact, identity, financial and transaction data) for six years to comply with UK company record keeping requirements.

**Your legal rights** Under data protection laws you have the right in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

I welcome any queries, enquiries or requests in respect of this policy. If you wish to exercise any of the rights set out above, please contact me at [Natalie-danielle@hotmail.co.uk](mailto:Natalie-danielle@hotmail.co.uk)

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, I may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive, or I may refuse to comply with your request in these circumstances.

I may need to request specific information from you to help confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. I may also contact you to ask you for further information in relation to your request to speed up my response.

I try to respond to all legitimate requests within one month. Occasionally it may take longer than a month if your request is particularly complex or you have made a number of requests. In this case, I will notify you. You have the right to make a complaint at any time to the ICO, the UK supervisory authority for data protection issues. I would however appreciate the chance to deal with your concern before you approach the ICO so please do contact me in the first instance.

**Third Party Links** This website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. I do not control these third party websites and am not responsible for their privacy statements. When you leave my website, I encourage you to read the privacy notice of every website you visit.

**Cookies** You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

**Governing Law and Jurisdiction** English Law will govern contracts between Natalie-Danielle and you. Any disputes will be submitted to the non-exclusive jurisdiction of English Law