

Terms and Conditions

It is the purchaser's responsibility to ensure that Elizabeth Haydn Style operates in the geographical area required.

Appointments

Appointments with Elizabeth Haydn Style will take place between the hours of 10am and 7pm. Exceptions will be made for evening and weekend consultations at the discretion of Elizabeth Haydn Style.

All bookings must be made at least a week in advance to avoid disappointment. To make an appointment please call **07980 789602** or email info@elizabethhaydnstyle.co.uk. All fees are due in full before the start of a consultation.

Rescheduling

There may be situations when rescheduling a confirmed booking by a client is necessary. There is no extra charge for this unless it happens more than three times. If this is the case there will be an additional charge of £30 per reschedule.

Payment

All services must be paid for in advance of the service by cheque (with guarantee card), cash or bank transfer. Once payment has been processed, Elizabeth Haydn Style will contact you to arrange an appointment (does not apply to Gift Certificates).

Appointment duration

Average appointment durations are stated on most descriptions. If appointments run over time due to circumstance or the client's request, an additional hourly rate will be charged, which will be agreed with the client at the time. Full day bookings and special requests are welcomed and will be charged accordingly.

Online shopper

Work will not commence until payment and questionnaire is received.

Breaks

Short meal and snack breaks will be taken during most appointments at the discretion of Elizabeth Haydn Style, and are not charged for. Elizabeth Haydn Style and clients will pay for their own refreshments. Clients can request that their refreshment costs are paid for by the Elizabeth Haydn Style however this is to be agreed at the time of booking.

Disposal of unwanted items

Following an appointment, old and unwanted items can be taken away if requested for a £10.00 fee. They will either be given to charity or recycled. Items of value can be arranged to be sold via agencies or online auctions.

Gift Vouchers

Gift vouchers may not be exchanged for cash in either full or part. Gift vouchers are non-refundable and are valid for six months from the date of issue. Bookings must be made before the expiry date stated on the gift voucher and it is the responsibility of the purchaser or the voucher owner to arrange the booking. Gift vouchers are only valid once Elizabeth Haydn Style has received full payment. Elizabeth Haydn Style accepts no responsibility for expired gift vouchers.

Gift vouchers will normally be despatched within two working days unless a specified later delivery date is requested. Where possible I will try to meet all delivery requirements but Elizabeth Haydn Style shall not be liable for any loss incurred either directly or indirectly by failure to meet the delivery date and time indicated at the time of order being placed. 'Loss' in this instance includes but is not limited to, compensation for loss of profit, damage to good will, and any damages, charges or other expenses.

Cancellations

If for any reason you are unable to make your appointment, you must inform Elizabeth Haydn Style at least 48 hours before the scheduled time, if not a £20 administration fee will be applied.

Exchanges

Exchanges on any services are at the discretion of Elizabeth Haydn Style.

Refunds

Refunds cannot be made once the booking has commenced or has been completed. Cancellations of any appointments, bookings or purchases are entitled to a refund; however please see information on cancellation charges as these may apply.

Security

For your security, and peace of mind, credit card details are not passed to Elizabeth Haydn Style. Instead we use PayPal, one of the world's leading companies handling secure credit card transactions. You can rest assured that the information passed between your computer and our website cannot be read by anyone else. If you have any questions regarding security matters, please email info@elizabethhaydnstyle.co.uk

Price changes

Elizabeth Haydn Style reserves the right to make price changes on the website without prior notice, but guarantee that no price increase will apply to any confirmed paid orders made by a customer for collection on a date after which a price increase has been made.

Email Privacy

Elizabeth Haydn Style maintains an email list to keep customers informed about events, offers, news and tips. Individuals must affirmatively ask to join our mailing lists by registering on the Elizabeth Haydn Style or Mailchimp website. We do not sell, rent, loan, trade, or lease the addresses on our list to anyone.

Links to third party sites

This website may contain links to websites unrelated to Elizabeth Haydn Style or its affiliates. These are provided for your reference and convenience only. Elizabeth Haydn Style should not be taken as endorsing the operator or the content of such third party website. You may use such links only at your own risks, and you are solely responsible for all consequence of such use.