

# Loulou STOREY

STYLE COACH

## Loulou Storey Terms and Conditions

### Key points to note:

- **Travel will be expensed for beyond 10miles outside Brighton unless otherwise agreed**
- **Refunds are not given but we will always do our best to be flexible**
- **If more than one appointment is missed then that will be charged for**
- **Stay in touch and be honest - let me know if you are struggling or you need to change things, I'll always do my best to accommodate you.**

By paying the full invoiced amount to secure your styling session(s) with Loulou Storey you agree to the following terms and conditions.

1. The agreed price for Loulou Storey's services given at the initial meeting is reflective of the work stated to be needed. This does not account for additional transport and travel costs beyond 10miles outside Brighton or additional work on the day that is outside the agreed service to be provided. Full payment must be made by Paypal or BACS ahead of the Styling appointment. Travel expenses will be invoiced after the work.

2. Once full payment has been agreed. This should be paid within 7 days of receipt of the quote confirmed in an email. If for any reason you decide to cancel Loulou Storey's services, a refund is not available however can be postponed - we will hold your place for one year. Following this time if appointment needs to be booked in a separate payment will be invoiced.

3. Once your style date is booked with us, further communication will be undertaken in person, via email or phone by Loulou Storey or a member of her team to finalise arrangements and discuss any last minute changes to the work required. Style Consultations in person may be subject to additional charges to cover travel and time.

4. Minor changes and alterations to the style support given can be made up to the quotation date (no extra fee payable).

5. Loulou Storey reserves the right to cancel, if client becomes uncontactable and payment has not been paid by the stated date which will be provided on the invoice. We are not obliged to offer any compensation for inconvenience caused.

6. Once the appointment has been confirmed at date on quotation and invoice being issued, any subsequent changes made to the styling appointment must be submitted in writing by the client. The preparation for your coaching and style support will commence as soon as the invoice is paid. We will try to make changes where possible to accommodate your needs.

7. You have decided to take Loulou Storey's guidance on your style, what to buy and where to shop. Loulou Storey holds no responsibility as to what you do with this information. It is the clients decision about what they choose to do with this information and where to spend their money. Loulou Storey and The Styling Storey will not be held accountable for any decisions that they later

regret.

8. Travel and travel time must be taken into consideration. Any distance over a return journey of 10 miles from Brighton will be expensed after.

9. If travel is not reasonably possible within the day of the appointment then accommodation will need to be paid for by the client. Loulou Storey will not stay with the client but every possible effort will be made to find reasonably priced accommodation.

10. A full day booking is 5 hours, a half day must be taken in one day and not split over two days. If the client lives within a 40 minute return journey of Brighton shopping and wardrobe edits may be mixed.

11. If additional time is needed on the day, beyond the first 15 minutes of the hour, each additional hour will be charged at £110.

12. Loulou Storey understands that in unforeseen circumstances may occur and appointments may need to be rescheduled but if this occurs on more than one occasion or with less than 12 hours notice then it counts as a session and will be invoiced for.