



Terms & Conditions Regarding COVID19

If you've downloaded this document then you're most likely one of our precious brides. We are doing our part to bring comfort, prayers and peace during these uncertain times.

Information for KWH Brides affected by COVID19 || UPDATED July 2020 - TWO PAGES

Scenario 1:

- If your wedding date falls after the shelter in place has been lifted but CDC is requiring 50 or less in attendance and you're requesting to postpone. We are allowing you to postpone and transfer your retainer and any payments made towards your wedding balance **once** at no penalty/extra charge.
- If our team is unavailable for your postponement date and you are greater than 30 days from your wedding date. You will be refunded any payments made towards your balance except your retainer and any bridal trial payments.
- If you are 30 days or less from your wedding date then our cancellation policy still remains in affect - please read cancellation policy below.

Scenario 2:

- If your wedding falls *August-December 2020* and you are seeking postponement or cancellation - *At this time we don't have specific restrictions in place from our Governor. The current guidelines state that venue staff must wear mask & social distancing must take place when able.*
- Any cancellation that is greater than 30 days from your wedding will fall within the contract guidelines of non-refundable/non-transferable retainer . If you are looking into postponement there will be an additional retainer of \$75.00 due upon rescheduling.
- **EXCLUSION:** If you are one of our out of state brides we are following scenario 1 due to various travel restrictions.

Both Scenario's are subject to change if Gov. Kemp or our State Board present new guidances.

Kayla.Walters.Hair -- CANCELLATION POLICY

We require a minimum of 30 days advanced notice of a wedding cancellation. In the event that the event/wedding is cancelled less than 30 days prior to the scheduled event, you will be held responsible for half (50%) of the cost of the booked service(s). The credit card provided in the bridal contract will be subject to that charge. In the event, the event/wedding is cancelled within 14 days of your scheduled event, you will be held responsible for 100% of the cost of the booked service(s). The credit card provided in the bridal contract is subject to that charge if payment has not been remitted

Here is what you need to know regarding our trials.

- If you or anyone you've been in contact with in the last 2 weeks has had a cough, fever or flu like symptoms, we request you reschedule your appointment.
- We will continue to disinfect and sanitize our station, equipment, tools and areas between clients. Governor Kemp & our State Board of Cosmetology Arts has spelled out their expectations for us.
- Disposable makeup tools will be used when we can. *ie.- mascara wands, lip wands & etc.*
- No other guest will be permitted to attend your trial appointment. No exceptions will be made at this time.
- Your stylist/artist may choose to wear a mask and/or gloves.
 - **NOTE:** If you arrive with a mask on and are receiving makeup services, we will require you to remove it for us to complete your service. Wearing a mask is not suggested.

Here is how we are serving you on your wedding day

- We cannot provide services if anyone scheduled if you or anyone you've been in contact with in the last 2 weeks has had a cough, fever or flu like symptoms.
- We will be disinfecting & sanitizing in between clients, as usual.
- Additional measures of protection are as followed, but are not limited to:
 - Disposable Makeup Tools (Mascara Wands + Lip Brushes)
 - All Non-Disposable Hair & Makeup Tools/Brushes will only be used on one client, if they cannot be sanitized for immediate use.
 - All Makeup Products are Disinfected with 99% Isopropyl Alcohol in between each client.
 - KWH Team will use hand sanitizer and/or will hand wash in between each client.
- Your stylist will be wearing a mask. The Georgia State Board of Cosmetology does not mandate that we wear gloves, but some stylists may choose to. If the stylist chooses to wear gloves, they will be using a new disposable pair for each client.
- It is not recommended that you or anyone receiving services wear a mask, as we would not be able to perform the hair/makeup service.

Please know we are doing our very best to work with all our brides who are concerned about their upcoming wedding. If you have any questions about your wedding date, please reach out to Kayla. She will be happy to help in any way she can.

Terms are subject to change as the Governor rolls out new guidelines.

If you're not following @natalie_durham_events on IG - Do yourself a favor and follow her, she has taken the time to write an e-book specific to brides planning a wedding during a pandemic. She brings insight, comfort and peace about multiple circumstances. I promise you will not regret purchasing it.