



## Terms & Conditions Regarding COVID19

*How we are moving forward and How we are handling those Brides affected by it.*

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 this uncertain time.

### Here is how Kayla.Walters.Hair is moving forward.

Beginning May 1st we will resume bridal trial scheduling in our home studio.

#### **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 Cosmetics Arts has spelled out their expectations for us.
- No other guest will be permitted to attend your trial appointment.
- 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. So wearing a mask is not suggested.

#### **Here is how we are handling our Brides affected by COVID19**

*We anticipate Gov. Kemp to outline specific rules concerning large gatherings in his 3 phase plan.*

**Scenario 1:** If you're getting married under the shelter in place guideline set before us by Gov. Kemp, 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 you are 30 days or less from your wedding date then our cancellation policy still remains in affect - which reads:

#### **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.*

**Scenario 2:** 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 you are 30 days or less from your wedding date then our cancellation policy still remains in affect - please read cancellation policy above.

**Scenario 3:** If your wedding falls within the "Fall Season" of 2020 August-December and you are seeking postponement or cancellation - At this time we don't have specific guidelines in place from our Governor. 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. *As time gets closer this timeframe could be subject to change*

*Please know we are doing our very best to work with all our brides when it comes to rescheduling where it's necessary. The wedding industry has taken a huge hit during this time and much like your other wedding vendors we are trying to be reasonable and understanding. 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.*