

# Terms & Conditions

## BOOKINGS

- 1.1. Provisional bookings can be held for a period of 72 hours.
- 1.2. Confirmed bookings need to be made at least one week in advance of the styling appointment.

## PAYMENT

- 2.1. Sartoria Lab reserves the right to revise prices and details at any time without notice.
- 2.2. All prices are quoted in pounds sterling. We accept payment via BACS, Paypal & Stripe
- 2.3. New clients are required to pay in full in advance for all services booked.
- 2.4. Returning clients are required to pay a 50% non-refundable deposit in advance for all services booked.
- 2.5. The client will need to settle their outstanding balance one week prior to their personal styling appointment. This can be in the form of BACS or Paypal.

## CANCELLATIONS

- 3.1. If you need to cancel your appointment for any reason, Sartoria Lab requires a minimum of 48 hours notice prior to your appointment. Failure to do so will result in a £25 cancellation fee being charged.
- 3.2. In the event of a cancellation, clients will be offered an alternative date to complete their appointment within 2 months of the original date booked. If they are unable to book within this time, Sartoria Lab will retain the 50% deposit and if the full amount has been paid, 50% will be refunded to the client.
- 3.3. In order to cancel your appointment please contact Sarah on +44 (0)7739 469088 or email [info@sartorialab.co.uk](mailto:info@sartorialab.co.uk).

## TRAVEL

- 4.1. Travel is free within London Zones 1 & 2. Travel outside of Zones 1 & 2 will be calculated and confirmed prior to the appointment. Travel by train and taxi will be charged to the client at cost.

## GIFT VOUCHERS

- 5.1. Gift Vouchers are valid for 1 year from purchase date. Sartoria Lab requires Gift Vouchers to be paid for fully in advance and does not offer a returns policy.