



SECOND FROM THE RIGHT

WEDDINGS & EVENTS | STYLING & HIRE

Thank you for your interest in Second From The Right
We would be delighted to work with you on your special day
Please see our Terms of Service detailed below

Last Updated: 17th November 2023

Updates: Deposit structure has been changed to fit with new booking system

Should you have any questions, please don't hesitate to ask

By booking, you (the Client) confirm you agree to our (Second From The Right / SFTR) Terms of Service stated here;

1. Booking Deposits

- 1.0 A quotation will be sent to you following an initial consultation. Quotes are valid for 21 days after sending, after which time we reserve the right to amend any costs.
- 1.1 A *Save The Date booking fee* of 25% is required in order to secure your date, this will be detailed on the Payment Schedule in your quote. Your date will not be confirmed until this payment has been received from you.
- 1.2 The *Save The Date booking fee* is non-refundable, however we understand your circumstances may change. Wherever possible, we will be happy to change your date and/or venue, although this depends entirely on our availability. It is entirely at the discretion of Second From The Right to agree to any such changes. Please notify us in writing as soon as possible should you need to make any changes to your event date or location. For cancellations, please see section 6.
- 1.3 In most cases, we will refund the portion of your deposit pertaining to travel expenses where travel has not yet been carried out. Please see point 6.2.
- 1.4 Your final balance is due in full 6 weeks prior to your event date, unless agreed otherwise in writing (email) by SFTR. We reserve the right to withdraw or alter our services in the event of late payment of this final balance.

2 Security Deposits

- 2.0 In some cases, we may also charge a Security Deposit. This will be processed and held by our payment partner – Stripe. We may require a Security Deposit for high value items or when supplying to an unsecured venue, eg a Marquee. This will be made clear in your quotation.
- 2.1 Should all items be returned to SFTR without damage, the full amount of the Security Deposit will be released back to you. If items are lost or damaged, we will deduct the Replacement Costs from the security deposit returned to you. The replacement cost is 3 times the hire cost, unless stated otherwise.
- 2.2 Should you cancel your booking or SFTR withdraw services, your Security Deposit will be returned to you in full.

3 Liability

- 3.0 All hire items are checked thoroughly before each booking for cleanliness and safety. Once items have been delivered to your venue, SFTR cannot accept any responsibility for any loss, damage or injury arising from the use of these items.
- 3.1 Should your venue require proof of our Public Liability Insurance, a copy will be supplied to them via email upon their request.
- 3.2 It is your responsibility to ensure all items are kept safe. Should there be any loss or damage, SFTR will contact you the client and not your venue.

4 Hire Items

- 4.0 In the unlikely event we are unable to supply the exact item chosen by you, for example when an item has been damaged before your event date and cannot be replaced, we will supply as close a match as possible. This will be discussed with you immediately and we will do our very best to reach a solution together.
- 4.1 Should you not wish to accept our suggested alternative or should we be unable to offer an alternative, the total paid for this specific item will be refunded to you.
- 4.2 Where a lower cost alternative item is supplied, the difference in cost will not be refunded.
- 4.3 Where a higher cost alternative item is supplied, the difference in cost will not be charged.

5 Stylists

- 5.0 Stylists are assigned to your event no later than 6 weeks prior to your event date. This will be decided by SFTR according to the look and requirements of your event as well as the Stylists' availability. Should you have a preference of Stylist, we will do our very best to accommodate this.
- 5.1 In the event your assigned Stylist cannot attend your event, for example due to illness, another Stylist will be assigned the role. This will be communicated with you and/or your venue/co-ordinator as soon as possible.

6 Cancellations made by you the Client.

- 6.0 Should you need to cancel your booking with SFTR, we ask you to provide written (email) notification of this as soon as possible.
- 6.1 Should you cancel your booking entirely, any payments already made are non-refundable save for delivery and collection (travel) costs.
- 6.2 Where notice of cancellation has been given 7 or more days prior to your event, SFTR will refund 100% of the cost of the fees of any travel or postage not undertaken. Where notice has been received less than 7 days prior to your event, the amount refunded is entirely at the discretion of SFTR.
- 6.3 Should you no longer require particular items from your order, cancellation limits are as follows:
 - Before the Save The Date Deposit is paid, you are free to amend your quote as many times as required.
 - After the Save The Date Deposit has been paid but more than 6 weeks prior to your event, a maximum of 50% of the cost of your items can be removed from your Final Balance due. For example, when a booking is made with a total cost of £1000, we can only reduce this to a booking with a total cost of £500.
 - Less than 6 weeks prior to your event date, items can no longer be cancelled. Please note that we are happy to swap items for another style where possible, this is entirely at the discretion of SFTR. At this stage, no refunds will be given and any increase in cost will be payable by you before your event.

7 Cancellations made by us Second From The Right

- 7.0 In the extremely unlikely circumstance that we need to cancel your booking for reasons including but not limited to serious illness or family

emergency, we will notify you as soon as possible and 100% of any payments made by you will be refunded. We reserve the right to withdraw our services, although this would always be our absolute last resort should we not be able to find a solution using points 4.0 and 5.1. Please be assured this has never happened and is very unlikely to.

- 7.1 In the event of an Act Of God, including but not limited to extreme weather conditions, we will communicate with you and your venue to reach a solution. We reserve the right to withdraw our services should we deem it impossible or unsafe for our staff to travel to your venue.
- 7.2 In the event of Force Majeure – an extreme and unforeseeable event – including but not limited to an act of terrorism, public health emergency, pandemic and epidemic, should SFTR not be able to carry out the agreed services, you will be notified of the situation as soon as possible. We will endeavour to find a solution with you though we do reserve the right to withdraw our services. Should a solution not be found, you will be refunded 100% of any payments made by you.

8 Acceptance of terms

- 8.0 By booking with us (by way of paying your Save The Date deposit) you agree that you accept these Terms of service