Terms and Conditions

Stellar Bridal ®– Bridal Beauty Services

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1. Terms and Conditions

These terms and conditions govern any transactions between JHC Holdings Ltd and our customers. By booking our services you agree to comply with and be bound by the following terms and conditions which govern JHC Holdings Ltd's relationship with you.

The terms JHC Holdings Limited and **Stellar Bridal ®** shall be used interchangeably and in both instances refer to the company and owner of all websites, social media pages and businesses under JHC Holdings Limited. The term "you" refers to the user or viewer of the websites, pages or customers of JHC Holdings Limited or **Stellar Bridal ®**.

Booking Deposit

JHC Holdings Limited trading as **Stellar Bridal ®** requires a non-refundable deposit on booking of NZ$200.00, with the full cost of the booked service paid for before the date the service is required. **Stellar Bridal ®** takes the utmost care of ensuring your services are perfectly tailored for you and suit your schedule. This deposit saves both parties.
If **Stellar Bridal ®** is unable to provide services on a date in which deposit is paid for, the deposit will be returned.

Cancellations

Stellar Bridal ® regrets it is necessary to charge 50% of the whole price of treatments in the event of cancellation, including pandemics or 100% of the whole price in the event of no-shows or less than 24 hours notice of cancellation. No fee to reschedule, however new bookings are subject to availability.

Payments

You agree to pay:
A) Any deposit needed for services provided by **Stellar Bridal ®** or JHC Holdings Ltd.
B) Any late payment fees of 10% of the total outstanding amount after the due date, per week it remains outstanding.
C) A processing fee of NZD$10.00 if any service changes are made after 30 days of paying your deposit.

D) Any travel costs associated with providing you the services you have booked. These will be listed on your invoice. **Stellar Bridal ®** will do their best to ensure travel to the location is from the closest leased or franchised or owned JHC Holdings Ltd or **Stellar Bridal ®** premises.

Currently **Stellar Bridal ®** offers only Paypal, Stripe, cash and internet banking as payment methods. You are welcome to set up an automatic payment if you wish. We encourage automatic payments/ direct debits to help ease the stress of the overall cost of your wedding. Bank transfers also remove hidden fees from third party payment portals. Each payment must have an identifiable reference such as your name and the date of your wedding, or invoice number.

Gift Vouchers

Valid for 1 year from the date issued. You can choose a value. These can be sent to your chosen loved one or given at the time of sale.

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2. Privacy Policy

JHC Holdings Ltd is subject to the Privacy Act 1993, which provides the fair handling of personal information, and which sets standards for collection, access, storage and use of personal information. We understand that your privacy is important and you have a right to control it.

What Information Do We Use?

JHC Holdings Ltd is most likely to hold information on your name, contact details, services/treatments and any contraindications to treatments. JHC Holdings Ltd is bound by a DCC Bylaw which requests **Stellar Bridal ®** hold such information. This may include information regarding your current payment method, outstanding payment or arrears, and products purchased.

How Do We Use Your Information?

JHC Holdings Limited uses your personal information to assist us in providing our services to you including:
-To help improve the value of our service to you
-Staff training
-To process payments
-Marketing purposes

What Do We Disclose To Other Parties?

In general, JHC Holdings Ltd will not sell, rent or lease your personal information to others.
Stellar Bridal ® may disclose your information;
Where JHC Holdings Ltd is required to by law,
To disclose information to third party contractors, in this case they (the third party) are bound by the same privacy act and this is only so the service/product can be provided to you efficiently.

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3. Refunds

Products must be returned, unused, unopened, with their seal intact and in the same condition they were bought in from **Stellar Bridal ®** within 30 days of purchase. We will not accept for exchange or refund any item that has been used or not in the exact condition that it was purchased from us.
This does not affect your statutory rights.

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4. Other

Consultations/ Trials

Due to demand, we have now combined consultations with trials. These are VERY important and essential, you will be guided through booking your trials once you have secured your wedding date.

Patch Test

Patch tests are required at least 48 hours to your appointment for lash/brow tints if you have not had this service done before.

Parental Consent

It is vital and required by DCC that Stellar Bridal™ have written parental consent of anyone under 16 having waxing treatments done.

Children/Pets

JHC Holdings Ltd respect you may have children and welcome them to mobile appointments however please let **Stellar Bridal ®** staff know of any children or pets on site before arrival. If children or pets are present, it is **Stellar Bridal ®** staff's responsibility to ensure they set up

safely, and make you aware when hot irons are present, placing them out of reach to the best of their ability, however it is your responsibility to please keep children or pets away from hot irons, kits and cords.

Travel/Accommodation

Services may be travel inclusive in some areas. If you are requiring **Stellar Bridal ®** staff to travel out of these areas, this needs to be voiced at the time of consultation or booking. If accommodation is necessary it is your (the client) expense and all check-in details for our staff are to be passed on to **Stellar Bridal ®** for confirmation.

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6. Contact Information

If you have any legal inquiries, please contact us.

By using our website and services, you agree to the terms outlined above. We reserve the right to update this policy at any time.