

Terms of Service

Updated January 2021



PAYMENT TERMS

- To secure a date of service, a \$75 deposit is required according to the package invested in unless otherwise agreed upon between parties. If the deposit is not paid up to 48 hours before your Style Prologue date, your session will be cancelled.
- Full payment of the package must be made within 7 days of the email delivery of your Personalised Style Story (a personalised reference document, emailed within a week of our session together), unless otherwise negotiated between parties. Late payments will incur a 10% fee of chosen package.
- For services provided outside of Auckland, the client will incur a travel fee available upon request.
- Exclusive sales or discounts may occur and are only valid during the specified dates at the time of sale or discount.

CANCELLATION POLICY

- We understand that appointment changes and adjustments are necessary from time to time, however we do ask you to appreciate that when you do need to cancel or reschedule a session that you give us sufficient notice so we are able to fill that session time.
- If you cancel your session within 48 hours, the \$75 deposit will not be refunded.
- If unfortunate circumstances arise due to sickness, family emergency, etc and Style Storyteller Ltd is forced to cancel your session, your \$75 deposit will be fully refunded.

GIFT VOUCHERS

- Gift Vouchers must be prepaid in full and will be sent electronically unless otherwise agreed between parties.
- Gift Vouchers are not redeemable for cash.
- Gift Vouchers must be used within a year of purchase, the date will be specified on your gift voucher.

PACKAGES AND PRICING

- Style Storyteller Ltd reserves the right to limit the sales of our services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of services that we offer.
- Package prices are subject to change without notice. If a deposit has been paid to secure a package or a gift voucher has been purchased to the amount of a package, the quoted price will be honoured.
- Style Storyteller Ltd reserves the right to modify or discontinue a package without notice at any time.
- Style Storyteller Ltd will not be liable for you or any third party for any modification, price change, suspension or discontinuance of a package.
- Clothes purchased during the Shopping Adventure part of our session are at your own additional expense.

CONTENT POLICY

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