

Terms and Conditions

Terms and Conditions: Lauren Duk Hair & Make-up Artist

The general terms and conditions apply to the clients of Lauren Duk and Lauren Duk.

1. General

1.1. These general terms and conditions apply to all quotations, bookings, offers, deliveries and transactions between Lauren Duk and her clients. Lauren Duk Hair & Make-up Artist is registered with the Chamber of Commerce under number 78586445.

1.2. These general terms and conditions can only be deviated from when it has been agreed to in writing by Lauren Duk and her client.

1.3. The client accepts these general terms and conditions by reserving or booking a service from Lauren Duk Hair and Make-up Artist.

1.4. The client is expected to provide Lauren Duk with all information necessary to carry out the assignment properly.

2. Definitions

2.1. Document Definitions -

Company: Lauren Duk Hair & Make-up Artist.

Host: Lauren Duk.

Client: A neutral person whom agreed to the services of Lauren Duk.

3. Rates

3.1. All rates and prices include 21% VAT.

4. Travel costs

4.1. A kilometer fee of €0,24/km, according to the ANWB route planner, applies to all assignments. Other costs such as parking costs are also at the expense of the client. Travel costs for work abroad are also fully for the account of the client, including any costs for overnight stays in a hotel, food and drinks unless otherwise agreed in writing by the client and Lauren Duk.

5. Confirmation of booking

5.1. There is a booking when the client accepts an offer from Lauren Duk in writing and Lauren Duk confirms that this booking is official.

5.2. Client acknowledges to have read and agree to the General Terms and Conditions of Lauren Duk before making a booking.

5.3. No rights can be derived from printing and spelling errors as well as from quotations older than 14 days.

6. Payment / reservation of the assignment

6.1. Lauren Duk mentions all prices on the website (www.laurenduk.com).

6.2 The reported prices include VAT.

6.3. The client should make their payment within 14 days of receiving their invoice from Lauren Duk.

6.4. The client must confirm or cancel the assignment in writing within 14 days after the trial session. After this period, they are deemed to agree with the assignment and the accompanying invoice.

7. Liability

- 7.1. Lauren Duk is not liable for damage caused by incorrect and / or incomplete information provided by the client.
- 7.2. Lauren Duk Hair and Make-up Artist is not liable for damage to personal belongings.
- 7.3. For recognized compensation, the client is only eligible for damage for which Lauren Duk Hair and Make-up Artist is insured and which is compensated by the insurer.
- 7.4. Lauren Duk Hair and Make-up Artist excludes any liability and rejects possible claims for damages, both direct and indirect, that arise from circumstances that are not due to the fault of Lauren Duk and that are not reasonably due to Dutch law or the standards applicable in society.
- 7.5. Lauren Duk is not liable for damage that she or a supporting make-up artist / hairstylist accidentally causes to the client, unless there is intent or gross negligence. The client must take photos of this and report this in writing within 48 hours. In the event of intent or gross negligence, Lauren Duk will look for a suitable solution with the client.
- 7.6. Client protects Lauren Duk and / or supporting make-up artist / hairstylist against claims in connection with damage caused to third parties by Lauren Duk or the supporting make-up artist / hairstylist in the performance of the work for the client, unless there is intent or gross negligence of Lauren Duk.
- 7.7. Lauren Duk is not liable for an allergic reaction or inflammation caused by the use of brushes and / or make-up or hair products.

8. Force Majeure Backup Service & Standby service

- 8.1. Lauren Duk will show 100% commitment to meet the bridal care appointment. In case of force majeure, Lauren Duk will make every effort to find a replacement of an equivalent level who can take over the assignment. However, this is not a guarantee. If Lauren Duk has not been able to find a replacement stylist, the agreement will be partially or completely canceled.
- 8.2. Lauren Duk is not obliged to fulfill any obligation towards the client if she is prevented from doing so as a result of a circumstance that is not attributable to fault, nor is it for her account by law, a legal act or generally accepted views.

8.3 In case of nuisance from Lauren Duk herself, no costs can be recovered.

9. Cancellation, termination and suspension of the Bridal Care Agreement

9.1. If the client cancels an agreement in whole or in part, the costs incurred by Lauren Duk, including the payments to third parties, as a result of this cancellation will have to be fully reimbursed by the client.

9.2. If a booked bridal package is canceled, the client owes the following cancellation costs: a) In case of cancellation between the official booking confirmation and the 30th day before the wedding date, the cancellation costs are 25% of the costs of the total assignment. b) In case of cancellation from the 30th to the 14th day before the wedding date, the cancellation costs are 50% of the costs of the total assignment. c) In case of cancellation from the 14th day before the wedding date, the cancellation costs are 100% of the costs of the total assignment.

9.3. Lauren Duk reserves the right to cancel a bridal package booking if there is a dispute and both parties cannot reach an agreement.

10. Meetings Lauren Duk

10.1. The client must notify Lauren Duk in writing if they are unable to attend a trial session as soon as possible, but no later than forty-eight hours prior to the appointment.

10.2 If the client does not or not timely fulfill this obligation, the client will have to make a new appointment. Lauren Duk cannot guarantee that a new appointment is possible.

11. Complaints about makeup artist / refusal

11.1. The condition for recognizing a complaint against Lauren Duk is that the complaint must be well-founded and that the client submits the complaint, stating the reasons and proving it if necessary.

12. Dispute settlement

12.1. Dutch law applies to all agreements arising from an assignment placed with Lauren Duk.

13. Damage and / or theft

13.1. Lauren Duk has the right to claim compensation from the client if the client damages products or materials that are the property of Lauren Duk.

13.2. Theft and excessive behavior will be reported to the police at all times.

14. Privacy

14.1 Lauren Duk protects privacy in the following ways:

-) Personal information is not sold or passed on to third parties.
-) Data is securely stored in a non-publicly accessible database.
-) Photos and videos are only published after written permission from the client.