



GLOW&DRY UK LIMITED

USER TERMS AND CONDITIONS 2025

By registering for, or by using the Glow & Dry website www.glowanddry.com and/or associated applications, or by using our services, you agree to be bound by the terms and conditions herein (including all policies), each as may be modified from time to time. If you do not agree to these terms and conditions, you shall not be permitted to use our services, website and/or associated applications.

1 THESE TERMS

- 1.1 These terms and conditions ("**Terms**") apply to all services ("**Services**"), bookable stylist appointments ("**Appointments**") corporate events ("**Events**"), and private events ("**Private Events**") provided or arranged by **GLOW&DRY UK Limited** ("**we**" "**us**", "**ours**" or "**GLOW&DRY**") to or for you ("**you**", "**yours**" or the "**User**"). These Terms form a binding agreement between you and us (the "**Agreement**").
- 1.2 These Terms govern your use of our website www.glowanddry.com ("**Website**"). We are a service provider that facilitates a third-party booking platform allowing Users to book a range of Appointments with our registered stylists and therapists ("**Suppliers**") via our Website and/or our concierge team.

2 HOW TO CONTACT US

We are registered in England and Wales under company number 13023756 and our registered office at Meadow View Leyburn Road, Middleham, Leyburn, England, DL8 4PL. To contact us, please email enquiries@glowanddry.com

3 REGISTRATION

- 3.1 Registration is not necessary to access our Website or concierge team, however you will need to register and create an account with us ("**Account**") to book an Appointment.
- 3.2 To register or make a booking, you will need to provide us with your name, address, email address and credit or debit card details (and any other information as requested by us, acting reasonably, from time to time). If any of the information you provide is incorrect, we shall not be liable to you for any loss or damage caused.
- 3.3 Any personal information that you provide to us will be processed in accordance with applicable data protection laws and in accordance with our privacy policy, available at the following link: [www.glowanddry.com]. By using our Website and/or concierge, you agree to and accept the terms of our privacy policy.

4 BOOKINGS AND PAYMENT

- 4.1 To book an Appointment, review the details of the Appointment, Event or Private Event listed, including any specific Appointment Conditions, and pay the applicable fee listed by the Merchant for the Appointment ("**Fee**").
- 4.2 Once you have accepted the Appointment Conditions and paid the Fee, we will send a booking confirmation email to the email address provided ("**Booking Confirmation**"). Once

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we have sent the Booking Confirmation, a binding agreement is formed between you and the Supplier, and we shall have no further liability to you in respect of the Appointment.

- 4.3 For the avoidance of doubt, it is the Suppliers responsibility to make any refunds due to you under this Agreement.

5 SUPPLIER AND USER CANCELLATIONS

- 5.1 The cancellation terms set out at clauses 5 and 6 of the User Terms shall apply to all cancellations relating to the Applications.
- 5.2 You agree that if a User wishes to cancel a booking they may do so through us, and our agency and we will act as your agent in dealing with any cancellation.
- 5.3 If we have received any payments in respect of a booking before an Appointment and such booking is subsequently cancelled by you, or by the User in accordance with the cancellation terms in the User Terms, you authorize us to refund the User from any payments we are holding on your behalf.

5.4 CLIENT PAYMENT TERMS & CANCELLATION POLICY

Private Bookings & At-Home Appointments. Payment is required in full to confirm the booking date.

Cancellations:

- 100% non-refundable if cancelled within 48+ hours prior to booking date & time.
- 100% refundable if cancelled within 48+ hours prior to booking date & time.
- Client No-show or failure to attend = full fee charged.
- Reschedule available on request within 7 working days, with the same stylist, services, location otherwise non-refundable.

Late fees:

- 15+ minutes late: 25% addition charge
- 30+ minutes late: 50% additional charge
- 1+ hour late: 100% additional charge.

Payment Terms & Cancellation Policy

Corporate, Weddings & Private Events

- 50% deposit is required to confirm the booking & hold the request date. The remaining 50% invoice amount is then due 28 days prior to the event date.
- 50% deposit is 100% non-refundable upon date held, confirmation & deposit received.
- If the event is within 28 days full payment is due on confirmation & is non-refundable at this stage for 100% of the invoiced amount.

Cancellations:

- 50% Deposit is 100% non-refundable upon confirmation & holding of the date.
- Full event Cancellations must be submitted 28 working days prior to the event.
- Rescheduling must be done within 28 working days, otherwise non-refundable. And must be for the exact requirements and stylists as previously confirmed. Subject to availability.
- All travel & international travel requests. All transport & accommodation must be booked & paid via the client. Full invoice payment required prior to stylist traveling to any UK or international destination.

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- Stylist travel expenses must be paid via the client and will be invoice post event.
- If extra time & styling is required additional on the day, to which confirmed prior within the confirmation email. This will be charged post event, alongside any late fees.

Bridal & Weddings Services

- Bridal Trials, Travel & Accommodation costs if required are not included within Bridal Services fees. And will be quoted for separately.

You may cancel a booking at any time prior to us taking any bookings on your behalf. Once we have taken a booking for an Appointment, the cancellation terms set out in the User Terms apply.

- 5.4 If you do not cancel an Appointment but fail to attend, you shall be liable for the full Fee.
- 5.5 If the Supplier cancels the Appointment, any Fee paid by you will be refundable by glow&dry.
- 5.6 The Supplier may, with your consent, change the time and date of the Appointment at any time up to 24 hours prior to the Appointment provided that such changes are authorised by us.
- 5.7 You must attend your Appointment on time. If you are late to the Appointment, the following late payment fees shall apply subject to the availability of the Supplier being willing to stay longer to make up for the lost time:
 - 5.7.1 by 15 minutes or more, a late payment fee of 25% of the Fee;
 - 5.7.2 by 30 minutes or more, a late payment fee of 50% of the Fee; and
 - 5.7.3 by 1 hour or more, a late payment fee of 100% of the Fee.

If the Merchant is not able to stay longer to accommodate the full booking, your booking will be cancelled, and you will be charged the full Fee.

- 5.8 You are responsible for any person who attends an Appointment with you or anyone that You have made a booking for (an “**Authorised Person**”), and for ensuring their compliance with this Agreement and the Appointment Conditions.
- 5.9 Whilst we endeavour to ensure the Appointments advertised on the Website are of a satisfactory quality, we offer no warranty or representation as to an Appointment’s suitability for your requirements. The description of any chosen Services on our Website has been provided by the Supplier and we offer no warranty or representation in relation to these details.

5.10

6 YOUR OBLIGATIONS

6.1 You must:

- 6.1.1 observe and act in accordance with this Agreement and the Appointment Conditions;

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- 6.1.2 act with suitable consideration for the Supplier and the Suppliers property;
 - 6.1.3 whilst at the Appointment, not act in any way which is offensive, inappropriate, rude, illegal or which might cause distress to others; including, but not limited to, engaging in inappropriate behaviour, such as sexually suggestive remarks or advances, excessive drinking, drug use, and/or other inappropriate behaviour;
 - 6.1.4 provide a safe environment in which the Services can be carried out;
 - 6.1.5 provide us with accurate information and ensure that all details that we hold about you (including your email address) are up to date and valid;
 - 6.1.6 adhere to all health and safety guidelines distributed in accordance with your Appointments to ensure the safest possible treatment environment for you and your Supplier;
 - 6.1.7 not deal with the Supplier in any way which could be deemed to be harmful to our business and/or reputation, nor do anything which might adversely affect our relationship with a supplier;
 - 6.1.8 not attempt to contact a Supplier directly until a booking has been confirmed in a Booking Confirmation;
 - 6.1.9 not attempt to make a booking directly and/or otherwise contact a Supplier outside of the Website and our concierge team.
 - 6.1.10 only provide us with credit or debit card details for which you are the account holder.
- 6.2 You may be liable to the Supplier if you fail to provide a safe environment in which the Services can be carried out.

7 COMPLAINTS AND DISPUTES

- 7.1 Any disputes should be resolved in the first instance via direct communications with the team at glow&dry. If we reach a settlement with the Supplier which involves a full or partial refund, we are required to inform you of the details of this within 72 hours. Once we have confirmed the agreed settlement with the Supplier, we will issue the User with the agreed refund on behalf of the Supplier. Any payable third party fees (e.g: Stripe) will be deducted from the refund amount.
- 7.2 If you would like to make a complaint, you must inform us within 24 hours of the Appointment by contacting us and providing visual evidence of the complaint.
- 7.2.1 Complaints should be made in writing to [scarlett@glowanddry.com] and include: Your name and contact details. A clear description of your concern or dissatisfaction. Any relevant details, such as the date, location of service or specific issue encountered. Your feedback is invaluable to us, and we will always do our best to ensure your concerns are addressed in a professional and satisfactory manner. This does not affect your legal rights.

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- 7.3 If we determine that a Supplier should issue a refund or other payment to you, and if we are holding funds on behalf of the Supplier, we may make the refund on the Supplier's behalf (but are not under an obligation to do so).
- 7.4 In the event that a dispute cannot be resolved between the Supplier, we shall not be liable to pay any compensation or refund to you in relation to an Appointment.
- 7.5 Please note that we release Fees to our Suppliers within 14 working days after the date of your Appointment. If you make a complaint after we have paid the Fees to the Supplier then we (on behalf of the Supplier) will not be able to offer any financial compensation or refund.
- 7.6 If you are unable to substantiate a complaint or if you fail to co-operate with us, then we will release the Fee to the Supplier, and you will not be eligible for a refund.

8 TERMINATION AND SUSPENSION

- 8.1 We may terminate this Agreement and your Account or suspend your Account at any time if you are (or we suspect that you are) in breach of this Agreement.
- 8.2 If we suspend your Account or access to the Website for any reason, we may refuse to provide you with any Services including the right to make any further bookings. If you attempt to circumvent this suspension by creating a new Account, we reserve the right to terminate this Agreement and any Account associated with you.
- 8.3 Upon termination, you will no longer be able to use our Services or make bookings through us.
- 8.4 If we terminate this Agreement and you have any outstanding bookings for which You have made pre-payment, we may refund you (at our sole discretion).

9 LIABILITY AND INDEMNITY

- 9.1 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.
- 9.2 We will not be liable to you for any business, financial or economic loss or for any consequential or indirect loss such as loss to reputation, lost bargain, lost profit, loss of anticipated savings or lost opportunity, or lost or stolen items arising as a result of any Services.
- 9.3 For the avoidance of doubt, the liability excluded under clause 9.2 includes any loss arising from your dealings with any Suppliers or arising from an Appointment, and we shall have no liability to you for any act or commission of the Supplier in connection with the Appointment or any booking made by you.
- 9.4 You shall indemnify us against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect, or consequential losses, loss of profit, loss of reputation and all interest, lost, damaged or stolen items, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection with:

- 9.4.1 your breach of the Terms of this Agreement;

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9.4.2 your breach of the Appointment Conditions; and/or

9.4.3 your actions in relation to the Services, the Website, Concierge team the Appointment or any booking.

9.5 Our total liability to you under or in connection with this Agreement shall be limited to £100.

9.6 All of our suppliers upon joining glow&dry provide their own insurance, DBS Criminal Record Checks & Signed NDA and non compete documentation.

10 INTELLECTUAL PROPERTY RIGHTS

10.1 We are the owner of the licensee of all intellectual property rights in our Website & social media and in all content and material published on it. You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

10.2 GLOW&DRY is a registered trade mark under trade mark numbers [UK00003820046, UK00003608597, UK00003464164, UK00004008737, UK00003464164 and UK00003893936]. The use of these trademarks is strictly prohibited without our prior written approval.

11 USING OUR WEBSITE

11.1 Our Website is for your personal and non-commercial use only and is intended for use only by those who can access it from within the UK & Worldwide.

11.2 We seek to make our Website as accessible as possible. If you have any difficulties using our Website, please contact us enquiries@glowanddry.com.

12 ACCURACY AND AVAILABILITY

We make reasonable efforts to update the information on our Website, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up to date or free from bugs or viruses. We do not guarantee that our Website and/or App, or any content on it, will always be available or be uninterrupted.

13 ASSIGNMENT

We shall be entitled to freely assign or sub-contract our obligations under this Agreement.

14 GOVERNING LAW AND JURISDICTION

This Agreement, its subject matter and their formation are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction over all claims (including non-contractual disputes and claims) brought under or in connection with this Agreement.