



MAKEUP HAIR BROWS LASHES

STATEMENT + CRISIS POLICY

At House of Glamour, we are a small owner operator business run by mother and wife, Byron. Given the current global crisis/pandemic, we felt it was necessary to put a new policy in place.

As of Thursday 26th March 2020, all beauty services are to cease operating until further notice. So now, that means our trading has ceased (for the time being). This means I now cannot bring any income to my family and has put financial strain on my family.

Unfortunately, we wish to inform you that any monies that have been paid to House of Glamour cannot be refunded (including wedding booking fees). That being said, you still can use any paid monies as a credit within House of Glamour. Any services that have been pre paid will have 6 months to use after we officially re open. Any weddings will have 12 months to move their booking to a new wedding date. If we happen to be unavailable for your new date, you will be issued with credit to use in the salon.

It is not the outcome that I wanted, but given I have zero income now and am just a small business, I cannot issues refunds to anyone. I understand this is not an ideal situation, but I am not in the position to issue refunds.

Please have faith in us and know that we will NOT go out of business. We are lucky to be a home business, we will come out of this the other side. It is just going to take time and patience.

We are all in this together. We will rise again.

Thank you for your understanding and co-operation.

UPDATE

24th July 2020, we are grateful to be open and operating again. With a mass loss of income and continued loss indefinitely, the above statement still stands with wedding bookings. We, at House of Glamour empathise with the situations all our brides are facing, but we too are effected by this being a small business. So again, any monies paid to House of Glamour (ie wedding booking fee), if the wedding is affected by Covid-19, the booking fee in non-refundable (as stated in the wedding contract) but is still able to be used as an in salon credit if the wedding is cancelled or we are not available on the future wedding date.

UPDATE

1st April 2021, because of these continued uncertain times, the above policy still stand indefinitely. This also includes hair + makeup bookings for special events.

Thank you again for your understanding.

Love + light,

Byron