



Sneaky Mid-Weekly Savvy Stylist Terms & Conditions

1. For any queries in relation to your booking please contact us by using the online form available at <https://www.harbourtowngoldcoast.com.au/get-in-touch> us or call us on (07) 5529 1734
2. A single booking for the Service entitles you to: A personal styling consultation with Louise Chambers, for a 2-hour (1 PAX) or 3-hour (1-4 PAX) session time. The Stylist will accompany you to retail stores at the Centre and advise you on styling options and combinations as well as provide you with fashion tips and advice tailored to your personal requirements.
3. Check-in for this service is at the Tourism Lounge, 10 minutes before the session start time.
4. You may request to cancel your booking by calling us on the phone number provided above. If you request to cancel your booking: at least 48 hours before your session time, we will provide a full refund of the Service Fees paid by you to the credit card that you used to make your booking, Minus the Merchant/Credit Card Fee.
5. Between 24 and 48 hours before your session time, we will provide a 50% refund of the Service Fees paid by you to the credit card that you used to make your booking.
6. If you are late, fail to attend your session time or request to cancel your booking less than 24 hours before your session time, no refund of the Service Fees paid by you will be provided. However, if you believe there are exceptional circumstances, please call us on the phone number provided above. In such circumstances, we may choose whether to grant you a refund of the Service Fees paid by you. We will not unreasonably refuse to grant a refund where the exceptional circumstances limited or prevented you from attending the scheduled session as originally planned.
7. You may request to reschedule your booking by calling us using the phone number provided above. If you request to reschedule your booking 48 hours or more before your session time, you can reschedule to another date or time (if available) at no cost.
8. If you request to reschedule your booking less than 48 hours before your session time, your request will be refused, unless there are exceptional circumstances. If you believe there are exceptional circumstances, please call us on the phone number provided above. In such circumstances, we may agree to your request, subject to availability of another suitable session (we will not unreasonably refuse your request where the exceptional circumstances will limit or prevent you from attending your scheduled session as originally planned).
9. We reserve the right to reschedule session times if necessary due to circumstances beyond our reasonable control. If we need to reschedule a session time, we will if practical notify you of the new session time 48 hours or more before your original session time. If you cannot attend the new session time, a full refund of the Service Fees paid by you will be provided. We are not responsible for any other costs you might incur relating to the rescheduling of session times.



HARBOUR TOWN PREMIUM OUTLETS

- 10.** The Service will not proceed if Harbour Town Centre Management decides in its absolute discretion, whether for health, safety, security, occupancy, operational or resourcing reasons or other reasonable reasons, including but not limited to restrictions on occupancy and/or movement imposed by a government authority, to cancel the Service. A full refund of the Service Fees paid by you will be provided if Harbour Town Centre Management determines that the Service cannot go ahead. We are not responsible for any other costs you might incur relating to Service cancellation.
- 11.** Any store returns or refund requests for items purchased during your session must be sought directly from the retail store at which you made your purchase.
- 12.** The Savvy Stylist is an outdoor experience, we recommend comfortable shoes, sunscreen, and water; the experience proceeds in all weather conditions, so please dress accordingly.
- 13.** The \$50 Harbour Town Premium Outlets Gift Card will be available from redemption at the Harbour Town Tourism Lounge & expires 3 years from activation date.
 - This means that once you redeem your gift card at the Harbour Town Tourism Lounge, you'll be able to use it for purchases. The gift card will remain valid for three years from the date it is activated. After three years, the card will expire, and you won't be able to use it anymore.
- 14.** Cancellation of the Savvy Stylist session will result in the forfeit of the \$50 Harbour Town Premium Outlets Gift Card.
 - If you cancel your Savvy Stylist session, you'll lose the \$50 Harbour Town Premium Outlets Gift Card. This implies that the gift card is provided as an incentive or benefit tied to attending the Savvy Stylist session. If you cancel the session, you forfeit the associated gift card.
- 15.** The Sneaky Mid-Weekly Savvy Stylist sessions can only be booked Monday to Thursday.
 - This term specifies the availability of the Sneaky Mid-Weekly Savvy Stylist sessions. These sessions can only be scheduled on days from Monday to Thursday. This restriction ensures that these sessions are only available during weekdays and not on weekends.
- 16.** The Sneaky Mid-Weekly Savvy Stylist is subject to availability:
 - This means that the availability of the Sneaky Mid-Weekly Savvy Stylist sessions is dependent on the availability of resources such as time slots, stylists, or any other necessary components. It implies that there may be limited slots or times available for these sessions, and they are offered on a first-come, first-served basis.
- 17.** This promotion can be cancelled at any time:
 - This term indicates that the Sneaky Mid-Weekly Savvy Stylist promotion can be terminated or discontinued at the discretion of the provider or organizer at any time. This could be due to various reasons such as changes in business strategy, operational constraints, or other unforeseen circumstances. It's important to note that if the promotion is cancelled, any associated benefits or offers may no longer be available.