



## 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.** Gift Certificates are strictly valid for a 3-year period from the date of purchase. Gift Certificates cannot be on sold or exchanged for cash. Gift Certificates are strictly non-refundable.