

## **Terms and Conditions – Personal Styling Sessions Booking**

### **1. Booking Terms and Conditions**

- 1.1. For the purposes of these terms and conditions:
  - 1.1.1. “we, us, our” means Scentre Shopping Centre Management (QLD) Pty Ltd;
  - 1.1.2. “personal stylist” means our contracted stylists who provide styling services;
  - 1.1.3. “services, personal styling session” means the personal styling session provided by a personal stylist; and
  - 1.1.4. “client, you, your” refers to the person named in the booking.
- 1.2. By confirming a specific time and date, you are entering into a binding contract with us and the personal stylist you have selected. If you are booking the service on behalf of someone else, you must tell them that they will also be bound by these terms and conditions.

### **2. Payment**

- 2.1. The price quoted for the personal styling session includes the personal stylist. The price excludes parking, goods purchased during the service and all other costs.
- 2.2. You must pay for your booking in full a minimum of 72 hours in advance of your session. If you do not pay before the personal styling session in accordance with this clause, we reserve the right to cancel your booking.

### **3. Making, Changing or Cancelling a Booking**

- 3.1. The services are designed for one person at a time only and will only be provided to you. A family member or friend may accompany you for the session, however they are not permitted to receive the service or styling advice, their role is purely that of support. If you need to make a booking for multiple people, you will need to call us or visit the Concierge Desk to make a booking.
- 3.2. You may make a booking no less than 3 days of your desired date. We do not take bookings on public holidays.
- 3.3. If you wish to cancel or change your booking, you must provide us at least 72 hours prior notice by email or phone. Alternatively, you may contact your stylist directly to make a change. We reserve the right to cancel future sessions if you do not provide sufficient notice.
- 3.4. If you cancel or change your booking:
  - 3.4.1. less than 72 hours before the session, you will forfeit the cost of the session; or
  - 3.4.2. more than 72 hours before the session, you will be able to reschedule your session at a new date and time or request a refund.
- 3.5. In the unlikely event we or your chosen personal stylist needs to cancel or change your booking, we will endeavour to notify you prior to your booking. Our only obligation, and your sole remedy, will be to:
  - 3.5.1. where possible, provide you with another personal stylist at the same date and time;
  - 3.5.2. provide the services to you at an alternative agreed date and time; or
  - 3.5.3. refund you for your session;as elected by you.
- 3.6. We will not be held liable for any costs or damages incurred by you due to cancellation or any change to the services.

### **4. Personal Stylists**

- 4.1. We cannot guarantee that the personal stylist you choose is available at a particular day or time. If your personal stylist is unavailable, we will notify you in accordance with 3.5.
- 4.2. To the extent permitted by law, we will not be liable or responsible to you for, and you release us from and indemnify us against:
  - 4.2.1. any loss, damage, liability or claim including but not limited to loss of opportunity, revenue, profit, goodwill, anticipated savings, or other economic loss, liability, expense, costs or damage; or

4.2.2. any indirect, consequential or economic loss or loss of profits, or incidental or punitive damages;

howsoever arising, suffered by you under or in connection with the services, the personal stylists or these terms and conditions, except to the extent such loss, damage, liability or claim is caused by our negligent act or omission or breach of these terms and conditions.

## **5. Privacy**

5.1. In order to provide the services, we need to collect personal information about you, and may for this purpose, disclose such information to third parties, including but not limited to the personal stylists and other contractors. We may also use the information for promotional, marketing, research and profiling purposes, including sending electronic messages, and for such other purposes set out in our Privacy Policy (<https://www.westfield.com.au/privacy-policy>).

5.2. By providing your personal information and using the services, you agree that we may hold and use your information as set out above.

## **6. General**

6.1. Our terms and conditions form the agreement. If there are any inconsistencies between the terms, our terms and conditions prevail to the extent of the inconsistency.

6.2. These terms and conditions are governed by the laws of the state of Queensland.

6.3. If you have a question or a complaint, please contact us at [cmarketing@scentregroup.com](mailto:cmarketing@scentregroup.com) or (07) 3117 5301.