

# Westfield Doncaster

## PERSONAL STYLIST SERVICE TERMS AND CONDITIONS

### 1. Introduction

1.1 In these terms and conditions:

“**Personal Stylist Service**” means the personal stylist service offered by Westfield at Westfield Doncaster;

“**Westfield**” means Westfield Shopping Centre Management Co (Vic) Pty Limited (ABN 13 007 280 908);

“**Westfield Doncaster**” means the Westfield Shopping Centre located at 619 Doncaster Road, Doncaster, VIC 3108;

“**You**” and “**your**” refers to the person in whose name the booking with the Personal Stylist Service is in.

1.2 By placing a booking for Personal Stylist Service you agree to the following terms and conditions.

### 2. Bookings, Fees and Payment Terms

2.1 To place a booking for the Personal Stylist Service, fully complete the Booking and Credit Card Authorisation Form available at the Concierge Desk at Westfield Doncaster located within the Valet Parking lounge or at [www.westfield.com/doncaster](http://www.westfield.com/doncaster). Completed forms (along with the requested supporting documentation) should be emailed back to [doncasterstyling@au.westfield.com](mailto:doncasterstyling@au.westfield.com) or faxed to 03 9848 8409 at least 7 days prior to your proposed booking date. A copy of these terms and conditions will be provided with the Credit Card Authorisation Form.

2.2 The Personal Stylist Services fees are \$550 (including GST) for a half day booking or \$950 (including GST) for a full day booking.

2.3 Confirmation of your booking, including your appointment time/date and the relevant Personal Stylist Service fee, will be confirmed with you after all documentation is received.

2.4 Photo identification and details of an authorised credit card (as requested on the Booking and Credit Card Authorisation Form) must be supplied in order to secure the booking time and date. Only Visa, Mastercard and American Express details accepted. Your credit card will not be charged at the time of booking.

2.2 Payment for the Personal Stylist Service must be made at the time of your appointment using your credit card, or alternatively by EFTPOS or cash if you prefer.

### 3. Cancellation

3.1 If you wish to cancel or change your arrangements, please notify us at least 48 hours prior to your scheduled appointment by contacting us on 03 9848 1699 or by emailing us at [doncastersyting@au.westfield.com](mailto:doncastersyting@au.westfield.com). Contact must be made between 9:00am and 5:00pm AEST/AEDST.

3.2 If you notify us of a cancellation or any change in arrangement with less than 48 hours notice, the following cancellation fee will be incurred by you:

- if cancellation is within 24 to 48 hours of the scheduled appointment – you will incur a cancellation fee of **50%** of the Personal Stylist Service fee;
- if cancellation is made on the day of the scheduled appointment or you fail to show up to your appointment without notification - you will incur a cancellation fee of **100%** of the Personal Stylist Service fee.

3.3 Any applicable cancellation fees will be charged to your credit card nominated on the Booking and Credit Card Authorisation Form.

#### **4. Personal Stylist Appointments**

4.1 All personal stylists and appointment times/dates are subject to availability. You may request a particular personal stylist, but his/her availability cannot be guaranteed.

4.2 Your appointment with the personal stylist will be at Westfield Doncaster (please meet at the Concierge Desk at Westfield Doncaster located within the Valet Parking lounge at the agreed time). Your session will run for either a half day or full day as booked by you.

4.3 Any advice provided by the personal stylist is independent of Westfield, and Westfield accepts no responsibility for any advice provided by the personal stylist.

4.4 You acknowledge that you are under no obligation to purchase any items recommended by the personal stylist. Any items purchased during your appointment/consultation will be at your sole discretion. Both Westfield and the personal stylist are not responsible for any purchase(s) made by you.

4.5 Any items purchased during the appointment/consultation will be subject to the refund policies of the particular store where the item(s) were purchased.

#### **5. Privacy**

5.1 Unless otherwise advised, you consent to the information you submit to us on being entered into a database and used to carry out the Personal Stylist Service outlined in these Terms and Conditions. We may also use this information to contact you for feedback regarding the Personal Stylist Service provided, or for future promotional, marketing and publicity purposes without any further reference or payment or other compensation to you, including sending you electronic messages. All personal details will be stored at Westfield. A request to access, update or correct any information should be directed to us at 03 9848 1699 or in writing by email at [doncasterstyling@au.westfield.com](mailto:doncasterstyling@au.westfield.com).

Westfield may be required to disclose your credit card details to financial institutions for the purposes of processing payments in accordance with due fees.

#### **6. No Liability**

6.1 Westfield, its agents and contractors shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or for personal injury which is suffered or sustained, as a result of the Personal Stylist Service except for any liability which cannot be excluded by law.

#### **7. These Terms and Conditions**

7.1 These terms and conditions are governed by the law in the State of Victoria. If any provision of these terms and conditions shall be unlawful, void or for any reasons unenforceable, then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.

7.2 Westfield may, in its absolute discretion, at any time, change, amend or vary these terms and conditions, or cancel or suspend the Personal Stylist Service at any time.