

MaddieMade — Terms & Conditions

Studio Operations & Appointments

MaddieMade operates strictly by appointment only. Walk-in or unscheduled visits are not guaranteed and may incur a surcharge. Missed or late appointments without adequate notice disrupt studio operations and may result in rescheduling fees or refusal of future bookings. Clients are expected to arrive on time. Late arrivals may result in reduced fitting time or cancellation of the appointment.

Time & Professional Respect

Maddie is a trained professional operating within a structured atelier environment. Her time is limited and allocated carefully. Express requests and garments not collected within agreed timeframes may incur additional charges. A late collection fee may apply to garments not collected within 48 hours of the agreed collection time.

Payments

A 50% non-refundable deposit is required before any work commences. The remaining 50% balance is payable upon final fitting or collection. Card payment facilities are available. Failure to settle outstanding balances may result in legal action.

Alterations & Charges

All alterations require professional time and skill. A minimum charge applies to all work. Additional fittings or changes beyond the agreed scope will be quoted separately. Changes requested after acceptance are treated as new alteration requests.

Garment Completion & Acceptance

Once collected and approved, garments are deemed accepted as complete. Alteration requests made more than 12 hours after acceptance will incur new charges. No garments will be released without full payment.

Studio Environment

A maximum of three people is permitted per appointment. MaddieMade is a working studio; children must be supervised or may not be admitted. Disruptive behaviour may result in refusal of service.

Cancellations & Communication

A minimum of 24 hours' notice is required for cancellations or appointment changes. Repeated missed appointments may result in loss of booking privileges.