

# Makeup & Beauty by Emilie

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MAKEUP ARTIST & BEAUTY THERAPIST

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## Wedding Makeup & Beauty by Emilie Booking Terms & Conditions

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Definitions and Interpretation.

**The Client:** The recipient of the service and name listed on the booking form.

**The Company:** Makeup & Beauty by Emilie

**The Artist:** The freelance makeup artist, Emilie Cooper.

**The Agreement:** The contract that exists between the client and the artist for the agreed fee.

**The Fee:** The amount payable by the client to the artist for the services by the artist.

**The Event:** Relates in principle to the date whereby the event takes place.

**The Party:** Additional members of the wedding party.

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THEY HAVE READ AND UNDERSTOOD THESE TERMS AND CONDITIONS.

ANY QUERIES OR CONCERNS REGARDING THESE TERMS AND CONDITIONS  
NEED TO BE RAISED PRIOR TO SECURING A BOOKING.

BY SECURING A BOOKING THE CLIENT  
ACCEPTS THESE TERMS AND CONDITIONS.

## **1. Securing the booking of the event**

The booking of the event is only reserved once the client has paid the 25% booking retainer to the company.

This amount shall be deducted from the final invoice which will be due at least 2 weeks before the date of the booking.

Arranging a trial does not reserve the company's services for the event.

## **2. Payment**

Payments can be made by BACS, online invoicing system, cash, or card as agreed with the company.

When making payments via BACS, the client is to reference the payment with their First Name, the first initial of their last name, and the date of the event. E.g. EMILIEC24.07.22

Payments for the main event can be made at trial appointments.

An invoice for the trial may be sent out prior, this may need to be paid in full before the trial date.

The 25% booking retainer is non-refundable.

The final payment is to be paid in full by the client 2 weeks prior to the event. Failure to make payment within the stated time may result in the event being released unless discussed and arranged with the company otherwise.

Bookings made less than 1 month prior to the event will be required to pay 50% of the total fee.

## **3. Responsibility of the client**

It is strongly advised that the client has suitable wedding insurance cover before booking their chosen wedding suppliers to protect them from any losses in the event that any booked suppliers are to cancel.

The client shall inform the company of any issues that may affect the use of any equipment or products. This includes but is not limited to sensitivities, allergies, and medical conditions.

The company cannot be held liable for any losses that are incurred due to the client's failure to inform them of any known condition.

The company reserves the right to refuse service to the client or members of the party for, but not limited to, abusive and threatening behaviour.

#### **4. Trials**

Arranging and paying for a trial does not reserve the company's services for the event.

Payments made for trials are treated as separate bookings, therefore are non-refundable if the main event is cancelled by the client or company.

Payments for trials can be made by BACS, online invoicing system, card, or cash.

The client may cancel a trial at any point, however, those cancelled with less than 48 hours' notice will be charged for the full trial amount agreed.

It is the client's responsibility to inform the Artist of dissatisfaction for any reason before the client or the Artist has left the trial premises to ensure the correct procedure is followed.

In the event of dissatisfaction and refusal to pay for the trial by the client, the Artist reserves the right to remove the client's makeup before either the client or Artist leaves the trial premises.

If dissatisfaction occurs after the client or the Artist has left the premises or payment has been made, the Artist reserves the right to refuse the client a refund due to the cost of time and products being used.

Maximum time allocation for trials: the maximum time that the Artist can spend on any one trial is 2 hours for makeup. Any additional time required for trial sessions will either be charged at an additional £10 per hour (if time is available) or have to be booked as a repeat trial.

Trials with the Artist are preferred to be held at the salon; 14 Worthington Street, Dover, Kent, CT17 9AD however, another location of the client's choice may be possible providing it has been discussed and agreed with the Artist at the time of booking the trial and the minimum booking fee is understood.

Due to limited salon space if the client is requiring trials for additional members of the party or wishes to bring additional attendees to their trial, this will need to be done at an alternative location.

Trial locations with the Artist shall be arranged by the artist at a location and time convenient for them, within their business working hours Tuesday - Saturday.

#### **5. Cancellations**

The client at any point in writing can cancel the event.

Cancellations by the client made 1 month (30 days) or less prior to the event shall not be refunded.

Cancellations by the client made 1 month (30 days) or more before the event, a refund shall be given minus the 25% booking retainer.

Payments made for trials are treated as separate bookings, therefore are non-refundable if the main event is cancelled by the client or company.

## **5. Cancellations (Continued)**

The company will be under no obligation to refund any money paid until a written cancellation has been received, however, the client will not be liable for any further payments.

The client may cancel a trial at any point, however, those cancelled with less than 24 hours' notice will be charged for the full amount.

Cancellations of the event by the company due to circumstances including, but not limited to, problems rendering the company's performance of their obligations where no other suitable alternative can be given a full refund for the event will be given to the client. However, the client and party will not be entitled to a refund of any trial(s) due to these being optional and treated as separate bookings. No further compensation will be offered.

If the booking is directly affected by circumstances beyond the control of the company where possible the company will endeavour to rectify such situations, however, no compensation will be offered on the company's part.

**It is strongly advised the client takes out wedding insurance to cover them against these situations.**

## **6. Photography**

The client and wedding party agree that the company may use any photography for publicity purposes which include but are not limited to the company's website and social media pages.

## **7. Travel expenses**

Travel costs will be calculated at 70 pence per mile outside of the Artist's 10 mile radius between CT17 to the required venue of the event.

If the Artist is required to travel between multiple locations, there will be an additional charge for time and travel costs.

The client will cover any necessary travel expenses of the Artist as agreed at the time of the booking, this is to be included should it be required congestion and parking charges.

Where the Artist is taking public transport in London a day travel card will be charged.

The client will cover any public transport fees, including train fares and taxi fares.

The Artist's travel will be calculated from her home in Dover, CT17.

## **8. Bride-only Booking Supplements**

In the instance of a bride-only booking, a minimum booking fee will apply.

## **9. Hair Styling**

If the client is also requiring the Hair Stylist – Hair by Sammy, separate terms & conditions will be provided for the client to read and agree. By securing your booking with Hair by Sammy, you are agreeing to the terms & conditions provided to you.

## **10. Assistants**

For those events requiring the company to provide an additional Makeup Artist and/or Hair Stylist the client will be required to cover the same travel fees as those made to the company. This is due to the additional Hair Stylist(s) and/or Makeup Artists being a separate company/artist and being based in a different location from the company.

## **11. Eyelashes & Optional Extras**

Individual or strip false eyelashes are included in the cost of the service for the party. Where they are not required no reduction of cost shall be given.

Small pots of lip colour and powder may be supplied to the client by the Artist as long as this is agreed upon at the time of the booking or trial.

Luxury false eyelashes, full-sized lip products, and other makeup products are available at a charge.

## **12. Repeat trials**

Where another trial is required, these will be charged at the same price as the first trial.

## **13. Additional Attendees**

If a trial is to be done at the salon premises, the Artist may not be able to offer additional attendees due to limited space.

It is the client's responsibility to ask the Artist for permission of additional attendees at the time of the trial being booked. The Artist reserves the right to refuse entry to the premises of additional attendees.

## **14. Coronavirus COVID-19**

If a client or any member of the wedding who will be present either at trial or on the morning of the wedding has recently been affected by the Coronavirus, or they've come into contact with anybody who has, they should let the company know immediately.

On arrival at the wedding venue, if it is apparent that anybody has an infectious disease that the company has not been notified of, they reserve the right to cancel the whole appointment without penalty to themselves to avoid the serious risk of cross-infection.

## **15. Changes to services and prices**

Prices for products and services are subject to change without notice. For the most current prices, please always enquire with the company.

The Company reserves the right to modify or discontinue service (or any part or content thereof) at any time without notice.

## **16. Booking Amendments**

Once the booking has been secured and confirmed, the client will not be entitled to a refund or price adjustment for a reduction in services or numbers to cover the company's loss of business.

Booking services may be increased where possible. This will need to be agreed upon with the Artist prior to the event.

For parties of more than 6 adults, prices, terms, and conditions may change due to the need for an additional hair stylist and/or makeup artist.

## **17. Contacting the artist**

The Artist's business working days are Tuesday to Saturday.

Communication via Email is the best form of contact for wedding bookings. When the client is communicating via email, they are to include their Full Name and the Date of the Event in the subject heading.

Contacting the artist via WhatsApp messages will only be used in an emergency.

WhatsApp messages outside of business working hours may not be responded to.

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