TERMS & CONDITIONS

By paying your non-refundable booking fee, you are agreeing to the Terms and Conditions set out in this contract. It is the responsibility of the client to understand, agree, and accept responsibility for all booking conditions, including all payments due by specified dates.

1. BOOKING FEES AND PAYMENTS

a. All trials must be paid in full to confirm both the trial and wedding date. If for any reason you choose to cancel, you must do so in a written statement no less than 48 hours - you will receive your 50% back.

   If for any reason you need to re-schedule your trial date, your payment will be transferred to your new date and no refunds will be given.

b. If after your trial, you decide to go ahead and have Makeup By Mary as your artist for your wedding day, a £50.00 non-refundable amount will be required.

c. The final and remaining balance set out on your invoice is due two weeks before the wedding date.

d. Failure to make payment by the due date may result in your booking date being released.

2. TRAVEL COSTS

a. Travel expenses are complimentary for the first 15 miles of road travel from my DY5 postcode. Any further travel will be charged at £0.45p per extra mile including return and is worked out on a postcode to postcode basis closer to the time of booking for accuracy. Travel will be added to your final invoice.

3. TRIALS

a. All trials are held at the clients' location of choice on weekends – usually at the clients' home.

b. Trials are mandatory to take place for brides however if any additional members of your bridal party (Bridesmaids, Mother of the Bride/Groom's) wish to have a trial beforehand, it will be the price of £30.00 per person and must be stated upon booking.

c. Without a trial I cannot accept responsibility if a desired style or look does not meet expectations on the event day – refunds will not be offered.

d. 48 hours' notice must be given if you wish to cancel or re-schedule a trial booking – please refer to point 1a.

e. I reserve the right to cancel a booking following a trial, without a refund of the trial amount, in circumstances where the client is uncooperative/ makes it difficult to me carry out the work.

f. In the unfortunate event that you decide after your trial that you are not satisfied, please contact in writing within 24 hours so that we can resolve the matter. Any significant changes such as a complete change, or 3 or more items of makeup are changed from the trial makeup after the client has confirmed that they are satisfied with their makeup, a re-trial will be advised at the trial rate stated in the original quote including travel expenses if applicable.

4. IF YOU CANCEL OR CHANGE THE BOOKING

a. All changes to a booking must be made by the bride/ lead party member only.

b. Adding additional people onto the original booking can only be accepted if time/ resources allow on the event day. One calendar months' notice is required to notify me of any changes.

c. Adding additional people on the day may put the quality of work in jeopardy or delay the finished time and is totally at our discretion whether time allows.

d. In the unfortunate event that you must cancel your wedding booking completely, I require a minimum of three weeks' notice – after such time, the remaining amount will still be payable by the specified due date and no refunds will be given.

e. If for any reason you choose to cancel your trial, you must do so in a written statement no less than 48 hours in advance – you will receive your 50% back.

f. If you need to re-schedule your trial/ booking date, your payment will be transferred to your new date and no refunds will be given.

g. Booking fees are non-refundable.

h. Should payments not be received, I may need to proceed with legal action to recover losses and to protect the business.

i. In the event of anyone having or has had contagious, viral, or been infested with an illness, you must advise us prior to the trial or event date, and re-schedule if necessary, as this can affect the Makeup Artist and/ or clients.

5. IF I CANCEL OR CHANGE THE BOOKING

a. In the unlikely event that I am unable to attend on the day due to illness or unforeseen circumstances, all efforts will be made to find an alternative artist to stand in.

b. In the event of extreme weather conditions where the 'Met Office' has issued a 'Red' warning, we will need to discuss safer options and/ or cancellation. Refunds will be given excluding the trial and booking fee payments.

6. IN THE EVENT OF DELAYS ON THE DAY

a. If I experience unforeseen delays on the day which are out of my control due to clients being late/ not being ready when I need them or by not following our instructions to carry out relaxed and efficient work, refunds will not be given.

b. If you are aware of factors, which could delay or hinder my journey, please advise me as soon as possible so I can factor this into my route.

c. No refunds or compensation can be offered for delays caused by other wedding vendors, guests or members of your party.

7. PRODUCTS/SENSITIVITIES

a. If the client knows of any allergies/ sensitivities prior to the trial or on the day of the event, they are to make Makeup By Mary aware as soon as possible. Makeup By Mary are able to send over a list of all of the products that may be used from the professional kit prior to the booking taking place. This list will be tailored to your allergies/ sensitivities by highlighting any ingredients that may interfere with the skin in ***orange***.

b. The client will be asked either at the trial or on the day of the event if they have any allergies, sensitivities or skin conditions before any services are carried out. By signing my consultation form, you are accepting that it is your responsibility to inform me before any services are carried out. This includes before, during the trial and after if any sensitivities/

problems have been found. I cannot be held liable for any of the above if the client fails to inform me.

8. PRODUCTS/SENSITIVITIES

a. I am constantly updating my portfolio and social media so please make me aware if you do not wish to be photographs or if you are not happy for me to use your images for marketing purposes.

b. I am happy to be photographed on the day of your wedding booking however, if an image is shown on social media platforms or other advertising platforms, I ask if you could please credit me as the Makeup Artist – I would really appreciate it!