

TERMS AND CONDITIONS:

© All Materials Copyright Storme | Makeup & Hair

All bookings taken are at the discretion of Storme | Makeup and Hair. All agreements are made between the client and Storme | Makeup and Hair, and/or the S Pro Team member/s. All correspondence is to be made in writing via email and only considered valid once a response has been received.

Bookings are only secured once reservation fee payment has been received.
No provisional bookings will be taken at any time.

PAYMENTS:

- Reservation fee | deposit confirms and secures your wedding /booking date with your chosen artist and will be deducted from the final amount owing.
Your Reservation fee will depend on the booking. Special Occasion Bookings require a £20 per person reservation fee and Weddings are a £100. For Destination Weddings a reservation fee of £150 secures the date.
- The Reservation fee may not be used to cover the cost of the consultation appointment/ trial, this is separate and in addition to your reservation fee.
- Payments are to be made in 3 transactions.
 1. RESERVATION FEE – To secure and book the date, as well as book in a trial (This amount is deducted from your final wedding balance.)
 2. BRIDAL CONSULTATION – To be paid and cleared before the consultation trial appointment date.
 3. FINAL BALANCE – To be paid in full and cleared one month prior to the wedding date.
- Failure or delay to make payment in the time frames stated above may result in the loss of the booking with all previous payments made retained.
- If you require a second consultation / trial, full rates apply.
- The price agreed at the time of booking is final and any increases to our price list will not affect your agreed rate.
- All payments are to be made to Storme | Makeup and Hair via electronic banking transfer using the banking details provided on quotations and invoices.
Proof of payment to be forwarded to info@stormemakeup.com.
A receipt of all payments will be sent once payment is received.

PEAK SEASON AND OFF- PEAK SEASON:

- PEAK SEASON
All Fridays, Saturdays and Sundays throughout the year are charged at peak rates.
All days within the months of April – October which is within our busiest time /season will be charged at peak rates.
This is due to accommodating bridal consultations as well as weddings and availability being low during these months.
*Minimum booking requirements apply. (see below)
- OFF PEAK SEASON
Monday – Thursday during our slower season months of January, February, March and November, December)
We usually have more availability during these months and therefore off -peak rates apply only within the above mentioned dates.



LATE BOOKINGS:

- ❑ Late / last minute bookings that fall within one month of the wedding date, will require payment in full within 48 hours of confirming your booking after your consultation appointment / trial.
- ❑ The reservation fee will not be refundable.
- ❑ For late bookings where clients cannot / do not want to have a consultation / trial – full payment is required with the reservation fee as full payment is normally due one month prior to the wedding date.

MINIMUM BOOKING REQUIREMENTS:

- ❑ A minimum booking is required during peak season. *
Minimum booking requirements consist of a booking of 4 services in total.
Example 1 - Bridal hair and makeup plus 2 additional services of hair and/or makeup.
Example 2 - Bridal hair OR Makeup plus 3 additional services of hair and/or makeup.
All Saturday bookings – there is a minimum booking requirement of £350.
- ❑ **Bride only bookings** throughout the year (excluding Saturdays), will be charged at £280 for Storme, and £250 for S Pro Team artists.
For bridal hair / makeup only, peak charges of £165 apply for Storme, and £150 for S Pro Team artists.
Saturdays will be charged at the minimum requirement fee of £350.
This includes a bride only supplement/ call out fee.

CONSULTATIONS / TRIALS:

- ❑ Consultation appointments /Trials are scheduled from Monday to Thursday from 9am to 3pm. Weekends are reserved for bridal bookings. You may request additional availability from your artist, should they be available outside of the above-mentioned hours/ days. This is up to the artists discretion as availability is limited and therefore cannot be guaranteed.
We recommend consultations are done earlier rather than later, in natural day light for the best results.
- ❑ All of Stormes' bridal consultations take place in Kingston upon Thames, unless otherwise agreed upon between Storme and client. S Pro Team members may hold trials from their home studios, however they are more than willing to travel.
- ❑ Bridal consultations usually take up to 2 hours for makeup / hair and should allow for up to four hours for both hair and makeup. We will always endeavour to continue until you are satisfied with your look, however, we do have a maximum 2.5 hour for makeup/ hair consultations and 4.5-hour limit for both hair and makeup.
- ❑ If you are not yet fully satisfied with your look after this above mentioned time, you will be required to book a repeat consultation which is at the same rate as the initial consultation.

TRAVEL:

- ❑ Travel is charged at 0.45p per mile after the first free 10 miles. (round trip) from the artists postcode. This will be stipulated in your quotation.
- ❑ Congestion charge, parking fees and tolls may apply and charged to the client and are payable in cash on the day.
- ❑ Travel will be charged for destination weddings to and from the airport, as well as any parking fees that may incur. Alternatively, clients can cover taxi fares to and from the airport should this be more viable. This will be mentioned in the booking process.



SPECIAL REQUIREMENTS:

- Early morning bookings where the artist needs to start before 06h30 for any reason whatsoever will incur an additional charge of £50.
- Accommodation may be required should there be a starting time of 6:00am or should travel exceed 50 miles (not round trip) from the chosen artists postcode for UK weddings. This will be stipulated in the quotation.

It should also be noted that this is the client's responsibility in the case of destination weddings.
- Artists can comfortably provide services for 3 x hair and makeup alone (6 services), should time allow, thereafter or should time be restricted an assistant will be required and will be stipulated in the quotation.
- An assistant will be required if there is a large bridal party, an early start with time constraints, late access to enter venue or should you wish to have a later start. There will be an additional £80 supplement fee to book and secure an assistant for the day.
- Flower girls are subject to age and their time allocations.
Flower girls (0 – 9 years) £25 will be allocated 20 mins for hairstyling, lip-gloss, blush and shimmery eyeshadow.
Young bridesmaids (10- 15years) £35 will be allocated 35 mins.
Flower girls that are 16 years and older are classified as adults and will be charged the full rate and have 45 mins per service if required.
- Hair extensions can be hired subject to availability at an additional charge of £80 for the wedding day. Please enquire as to artists that can accommodate you, or advice will be given as to where best to purchase or hire your own.

CANCELLATIONS:

- Consultation | Trial payments are not refundable under any circumstances.
- Reservation fees are refundable should you notify us of cancellation of booking within 48hours after your consultation appointment. Should you cancel thereafter, 50% of your deposit shall be refunded and 50% retained to cover admin fees and for holding the date.
- Reservation fees are non- refundable should you have had your bridal consultation well before three months prior to your wedding date, and only notify us of cancellation within three months to your wedding date.
- Cancellations after final payment has been made will not be refunded. (One month prior to wedding date)
- Cancellations can only be accepted in writing via email; verbal cancellations cannot be accepted.
- Bridal Consultations cancelled less than 48 hours before the booking will be rescheduled once. Any further cancellations will be charged for in full. A new trial booking and payment will need to be made.
- In the unfortunate event that Storme or any members of the S Pro Team are unable to perform the services on the day, Storme will provide a suitable replacement within the team. In the unlikely event that no one is able to cover the booking, we will fully refund all monies, and help as best we can to find another suitable artist. The Agreement between Storme| Makeup and Hair and the client will then cease to exist.



INTERNATIONAL WEDDINGS:

- The client agrees to book and cover all costs of travel and accommodation, including all costs that are associated (e.g. meals, refreshments, any costs relating to internal travel on location and cancellations)
- Travel days are charged at £150 per day. At least one day's travel will be quoted for days traveling to destination, as availability for work that day will be lost. Second days travel back is subject to artists discretion of staying on for a holiday or depending on when artist can travel back, i.e. Straight after wedding (same afternoon, no charge) or only being able to fly out the following day due to location of venue, transport and flights.
- For larger weddings when an assistant is needed, the above travel and accommodation will need to be covered for the assistant. No assistant charge will be added for the wedding day, but a travel day will be charged at £100.

GENERAL:

- The Artist reserves the right to refuse to provide services if the client or anyone associated with the client is rude, aggressive or abusive in any way.
- Should any of the bridal party have nits or lice, cold sores or eye infections etc. the artist will not complete the services on the person/s affected and no refund will be given. Due to the nature of our business we are very strict on this policy as all the above mentioned are extremely contagious and we must adhere to Health and Safety precautions.

CLIENT ACKNOWLEDGEMENTS:

- The client hereby acknowledges that while the application of makeup & hair styling is generally regarded as safe, that allergies, or known reactions to makeup and hair products will be communicated to the artist prior to the service taking place and that Storme and the S Pro Team will not be held responsible for any personal injury sustained as a result of taking part in any hair and makeup service provided.
- The Client acknowledges that all brushes and makeup products used by Storme | Makeup and Hair and S Pro Team members are kept sanitary and are sanitized between different client's makeup application.
- The Client and bridal party agree that no smoking or vaping is permitted during the services provided by Storme and/or an S Pro Team Member.
- The client agrees to provide basic refreshments during the wedding day services.
- The client agrees to keep children and infants away from any and all makeup and hair products and heated hair styling aids for Health and Safety reasons. Children will not be present during the delivering of any services. (This includes but is not limited to breast feeding, sitting on laps.) Storme and the S Pro Team members will not be held responsible for any personal injury sustained in any events of this nature.
- The client agrees that Storme and the S Pro Team members may use any photography for publicity purposes which include but is not limited to the artists website and social media pages. Storme and the S Pro Team members will respect your privacy on the day of the wedding. Please stipulate before, if you would prefer no social media content to be shared.

By paying the reservation fee you are agreeing to and accepting all the Terms and Conditions set out above.

