

# Terms and Conditions

All confirmed bookings 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 artist/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 the reservation payment has been received. No provisional bookings will be taken at any time. By paying the reservation payment the client accepts our Terms and Conditions.

## **MINIMUM BOOKING NUMBERS:**

Please bear in mind that more than 6 services, or if you would like a later start time would require an additional artist at £100.

**A minimum booking requirement** is required for all Fridays, Saturdays, and Sundays throughout the year\*

Minimum booking requirements consist of a booking of 4 services in total.

Example 1 – Bridal hair and makeup plus two additional services of hair and/or makeup.

Example 2 – Bridal hair OR makeup plus three additional services of hair and/or makeup.

**Bride only bookings** throughout the year will be charged at £375 (for either hair and/or makeup)

Saturdays will be charged at the minimum requirement fee of £375. This includes a bride only supplement/call-out fee.

## **TRAVEL:**

Travel may apply and is calculated - @ 0.45p per mile after the first 10 miles free, roundtrip from the artist's postcode.

Accommodation for the night before may be required should there be a starting time of 06h15 or should travel exceed 50 miles (not round trip) from the chosen artist's postcode. This will be stipulated in the quotation.

## **BOOKING PROCESS:**

**A reservation fee of £100 is required** to book and secure the artist/s for the specified date and to proceed. This allows the artist/s to close their books and not accept any other work opportunities for your date as well as for the trial date you agree upon.

A trial is scheduled and paid for separately. (Payment is due one week before the trial date.)

You then have 48 hours (2 days) **after the trial day** to confirm or cancel your booking. If we do not hear from you within those 2 days, it means you are happy to still go ahead. Should you **cancel before the trial** takes place, the full reservation of £100 is non-refundable (as the artist has not had the opportunity to show you a bridal look, has held dates resulting in a loss of income due to losing other work opportunities, as well as for admin services work and time already rendered)

Should you wish to **cancel after the trial** and you **do** let us know within the 48 hours (2 day) period after the trial, £50 reservation payment will be refunded, and £50 will be held for admin services work and time already rendered and for the artist's loss of income due to losing other work opportunities that have come her way for your held wedding date.

The **final balance payment** is due one month before the wedding date and numbers are finalised and secured by this date.

Please see Postponements & Cancellations on the following page...

[www.stormemakeupandhair.co.uk](http://www.stormemakeupandhair.co.uk)

[info@stormemakeup.com](mailto:info@stormemakeup.com)

[@stormemakeupartist](https://www.instagram.com/stormemakeupartist)



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## **POSTPONEMENTS:**

We allow for **1 (one) postponement only** (valid for 12 months from the initial wedding date). Any further postponements, thereafter, would be a new booking and require a new reservation payment. This postponement is subject to the artist's availability on the new rescheduled date. We are very happy to move the date over to a weekday from Monday to Thursday but should your new rescheduled date fall on a Friday, Saturday, or a Sunday, as these are peak wedding dates throughout the year, a new reservation payment would be required and no initial payments will be moved over as this would be considered a brand new booking. Should the artist not be available on your new date, we would offer you another one of our S Pro Team artist. In the unfortunate event that no one is available, the booking would then close and we would refund you 50% of your reservation payment and 50% would be retained for admin services work and time already rendered and the artist/s loss of income for holding your date/s.

## **CANCELLATIONS:**

If you cancel, for any reason unforeseen, not in your control, uncontrollable natural forces, or any reason whatsoever, the reservation payment is non-refundable, as this would then go towards admin services, work and time already rendered, and the artist/s loss of income for holding your date/s.

If you want to cancel after your trial and you **did not** notify us of your intention to cancel, within the 2 days ( 48 hours) stipulated time, after having had your trial, no refunds are applicable under any circumstances. ( please see our booking process, above)

COVID: If you wanted to cancel, having booked a large or intimate bridal service, knowing what the situation is now, with the global pandemic, and current uncertain government restrictions, no refunds would be applicable.

Please keep in mind, with large bridal bookings, should government only permit intimate weddings at the time of your wedding, and you decided to not adapt to an intimate celebration and want to postpone because you still want a large wedding, this would be your choice (as government would still allow small weddings to proceed on your date) This would be considered a cancellation with no refunds applicable and a new reservation payment would be required to secure a new later date.

Please note that should government not allow any weddings to take place on your original date that the above would fall away and we will honour our above terms for one postponement within 12 months of the original date - subject to an S Pro Team artist being available.

**By paying the reservation payment you agree to all our Terms and Conditions above and the payment schedule stipulated in your Reservation Invoice**

Please do not hesitate to contact us should you have any further questions.

