

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 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 reservation fee payment has been cleared.

No provisional bookings will be taken at any time.

*By paying the reservation fee, all clients accept the below Terms and Conditions.*

## **PAYMENTS:**

- The reservation fee payment confirms and secures your wedding /booking date with Storme and will be deducted from the final amount owing.  
The reservation fee will depend on the type of booking required. However -Special Occasion Bookings require a £20 per person payment. Wedding reservation fees are £100 per wedding, subject to change according to the number of services.
- The reservation fee may not be used to cover the cost of the trial / consultation appointment, 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 schedule in a trial date (This amount is deducted from your final balance.)
  2. TRIAL / CONSULTATION – To be paid and cleared before the trial / consultation appointment date.
  3. FINAL BALANCE – To be paid in full and cleared one month prior to the wedding date / one week prior to a special occasion event date.
- Failure or delay to make payment in the timeframes stated above may result in the cancellation of the booking with all previous payments made, non-refundable.
- The price agreed at the time of booking is final and any increases to our price list will not affect the rate agreed upon.
- All final payments due are to be paid in one full amount and not by several individual different payments.
- 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](mailto: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.

\*Minimum booking requirements apply.

- All Bank Holidays, dates that fall over Easter and Christmas / New Year between 18<sup>th</sup> Dec – 7<sup>th</sup> Jan will be charged at Peak rates.

**OFF PEAK SEASON:**

- All Monday – Thursdays throughout the year are charged at Off Peak rates.

\*This does not apply over Bank Holidays, Easter, Christmas and New Year.

**SHORT NOTICE BOOKINGS:**

- Short notice bookings that fall within one month of the wedding or event date -require a 50% reservation fee of the agreed upon quotation to book and secure the date / booking.
- Final Payment -The remaining 50% final balance payment is due in full within 48 hours of confirming your booking after your trial / consultation appointment.
- The reservation fee will not be refundable under any circumstances with regards to short notice bookings.
- Bookings where clients cannot / do not wish to have a consultation appointment- full payment is required with the reservation fee as full payment is normally due one-month prior for wedding bookings / one week prior for special occasion booking.

**MINIMUM BOOKING REQUIREMENTS:**

- A minimum booking requirement is required during peak season\*  
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 (hair and/or makeup)
- Saturdays will be charged at the minimum requirement fee of £375  
This includes a bride only supplement / call out fee.

**TRIALS | CONSULTATIONS:**

- All trials / consultations are held at Storme's home studio in Kingston upon Thames, KT2.
- Trials / consultation appointments are scheduled from Monday – Thursday between 10am and 2pm. Fridays, Saturdays and Sundays are reserved for Wedding bookings.
- Bridal trial / consultations usually take up to 1.5 -2 hours for makeup / hair and should allow for up to 3- 3.5 hours at the most for both bridal hair and makeup.
- We endeavor to make sure that you are satisfied at your trial / consultation and are able to view a few variations, however if you are not yet fully satisfied with your look after the above mentioned time, you will be required to book a repeat consultation at the same rate as the initial appointment.
- Should you be booking a trial / consultation and require two different looks for the event day, an extended trial is therefore needed and is charged accordingly.
- Trial / Consultation payments are not refundable under any circumstances.

- Should you need to reschedule your trial / consultation -we allow only one reschedule, thereafter an additional trial fee would be invoiced.

**TRAVEL:**

- Travel is charged at 0.45p per mile after the first free 10 miles (round trip) from Storme's postcode.
- For London Weddings – Congestion, parking and toll fees may apply, and will be quoted accordingly.
- For Destination Wedding / bookings – All travel and accommodation are to be paid for by the client.

**SPECIAL REQUIREMENTS:**

- Early morning bookings where Storme 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 06h00 or should travel exceed 2 hours' drive (4 hours roundtrip) from Storme's postcode for UK weddings. An amount of £80 will be allocated and stipulated on the quotation for accommodation.
- Flower girls are subject to age and their time allocations

FLOWER GIRLS: (0 – 9 years old) £25 will be allocated with 30 mins for hairstyling, lip gloss, blush and shimmery eyeshadow.

YOUNG BRIDESMAIDS: (10 – 15 years old) £35 will be allocated for 45mins for both hair and light makeup.

- 16- year olds and over are classified as adults and will be charged the full rate and have 45 mins for hair and 45mins for makeup.
- Hair extensions can be hired subject to availability at an additional charge of £80 for the event day.

**ASSISTING ARTISTS:**

- Storme can comfortably provide services for 3 x hair and makeup alone (6 services), should time allow. Thereafter or should time be restricted – an assisting artist will be required in order to do all services needed in the timeframe provided.
- An assisting artist will be required for -large bridal and special occasion bookings, an early start time, bookings with time constraints, late access to enter the venue or should you wish to have a later start time. There will be an additional £100 supplement fee to book and secure an assistant for the day.

**CANCELLATIONS:**

- Reservation fees for special occasions and photoshoots are non-refundable.
- Reservation fees are only refundable should you notify us of cancelation of booking within 48 hours after your trial/ consultation appointment whereby 50% of your reservation payment shall be refunded and 50% retained to cover admin fees / Storme holding the date.

- With regards to short notice booking (bookings made within the month of the event date) all reservation payments are non-refundable.
- Reservation fees are non- refundable should you have had your bridal trial / consultation and only notify us of your cancellation after 48 hours of your trial date.
- Should for reasons unforeseen / not in your control /or any reason whatsoever result in you canceling your booking **within 3 months** before your wedding / event date and before your final payment is due (one month prior to your wedding date)– **50% of your final balance payment is still due upon cancellation**, and will be calculated upon the number of services, previously agreed upon up until the date of cancellation. No changes to number of services when informing us of cancellation will be applicable.
- In the unfortunate event that Storme is 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.
- Storme has a minimum booking for peak dates over wedding season, and should your numbers decrease below minimum requirement / or under a total of £375 on a Saturday, full payment will still be due as stipulated in our minimum requirement terms and conditions.
- Postponing- Should for reasons unforeseen / not in your control /or any reason whatsoever result in you postponing or changing the date of your booking / agreed upon date of service. We allow for one date change only (subject to availability of artist) Thereafter a new booking with reservation payment would be required.
- Postponements will only be accepted should the new rescheduled date fall within the same year of the initial wedding date.
- Should the new rescheduled date move to the following year; we will only accept postponements /and be able to transfer the date, if the new date falls during the week (Monday - Thursday). If the new date falls on a ( Friday, Saturday, Sunday ) in the following year - this will be considered a new booking with new reservation payment and schedule, meaning that your initial booking therefore cannot be transferred.

Postponing agreement -postponements going forward and retaining your booking/ moving it over to a new date would require:

- Subject to artist/s being available for the new date.
- Your reservation payment had held the initial/ original date which is deducted from your final amount.
- Therefore to secure your new wedding date, as your initial final payment was due one month prior to your original wedding date- we ask that 50% of your final wedding amount still be paid upon that day and the remainder 50% to be paid one month prior to your new wedding date.
- Only ONE postponing / reschedule will be permitted after which a new booking with new reservation fee and payment schedule must be made, and any monies such as reservation fees or final payment will not be moved over from any previous bookings.

## INTERNATIONAL WEDDINGS | BOOKINGS:

- International bookings require a reservation fee of £200 per artist to book and secure the date.
- Final and full payment is due six weeks prior to the service date and will be stipulated in your quotation.
- Travel to and from the airport will be charged as well as any parking fees that may incur. Alternatively, clients can cover taxi fares to and from the airport. This will be stipulated in the booking process.
- A minimum booking fee of £550 will be charged for the event day services.
- Travel days are charged at £150 per day. Two days travel will be quoted for traveling to the chosen destination, as availability for work those two days will be lost. (Destination bookings usually must ensure an artist is available for the client over three days.) The second days travel back is subject to artist's discretion of staying on or depending on when the artist can travel back. I.e. due to location of venue, transport and flights.
- For larger weddings when an assisting artist is needed, the above travel and accommodation will need to be covered for the assisting artist as well. No assistant charge will be added for the wedding day, but one travel day will be charged at £100.

#### **GENERAL:**

- Storme reserves the right to refuse to provide services if the client or anyone associated with the client is rude, aggressive or abusive in anyway.
- We reserve the right to cancel the booking should the booking be made under false pretenses, such as doing a special occasion when it is a wedding booking.
- Should any of the booking party have nits or lice, cold sores or eye infections etc. Storme 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 whilst the application of makeup and hair styling is generally regarded safe, that allergies, or known reactions to makeup and hair products must be communicated to Storme prior to the services taking place and that Storme and her team will not be held responsible for any personal injury sustained as a result of taking part in any hair and makeup services provided.
- The Client acknowledges that all brushes and makeup products used by Storme | Makeup and Hair are kept sanitary and are sterilized between individual clients' makeup applications.
- The Client and booking party agree that no smoking or vaping is permitted during the services provided by Storme and/ or her team.
- The Client agrees to provide basic refreshments during the wedding / event day services.

- The Client agrees to keep children and infants away from any and all makeup and hair products and heated hairstyling aids for Health and Safety reasons. Children will not be present during delivering of any services. (This includes but is not limited to breast feeding, sitting on laps etc.) Storme and her team will not be held responsible for any personal injury sustained in any events of this nature.
- The Client agrees their chosen artist may use any photography for publicity purposes which include but is not limited to the artist's website and social media pages. We will respect your privacy on your wedding day, however please stipulate before if you would prefer no social media content to be shared.
- Your chosen artist agrees to all services as per quotation and accepted upon reservation fee payment. Should any details change such as location of preparation and Storme | Makeup and Hair are not informed, we are not responsible for any delays under these circumstances.
- Storme and her team agree to give of their best quality of work, arrive on the time previously agreed upon and perform the agreed upon services on the date stipulated only if full payment has been received prior ( Dates will be stipulated on invoices )

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