



All accepted 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 fee, all clients accept the below Terms and Conditions and commit to the payment schedule stipulated in their quotation and reservation invoice.

PAYMENTS:

- The reservation payment confirms and secures your wedding /booking date with **Storme** and will be deducted from the final balance owing.
- Wedding reservation fees are £200 - to book and secure an artist for a specific date.
- The reservation payment may not be used to cover the cost of the trial appointment The trial payment is separate and in addition to your reservation payment.
- Payments are to be made in 3 transactions.
 1. **RESERVATION** – To secure and book the date, as well as schedule in a trial date (This amount is deducted from the final balance.)
 2. **TRIAL / CONSULTATION** – To be paid and cleared 1 (one)week before the trial appointment date.
 3. **FINAL BALANCE** – To be paid in full and cleared 2 (two) month before the wedding date.
- Failure or delay to make payment in the timeframes stated above may result in the termination of the booking with all previous payments made non-refundable.
- The price agreed to at the time of booking is final and any increases to our prices will not affect the rate agreed upon -unless stipulated within a postponement agreement.
- All final payments due are to be paid in one full amount and not by several individuals by means of multiple 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. A receipt for 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 18th Dec – 7th Jan will be charged at Peak rates.

OFF-PEAK SEASON:

All Mondays to 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 or the week of the wedding date - the full payment is required to confirm the booking.
- The reservation payment 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, before the event - full payment is required with the reservation fee as full payment is normally due one month prior for wedding bookings.

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 £385 (hair and/or makeup) This is the artist's day rate, call out fee.
- Fridays, Saturdays, Sundays and Bank Holiday dates will be charged at the minimum requirement fee of £550, or the bride-only supplement fee for single-person bookings.
- Storme has a minimum booking requirement during the wedding season (April - Sep), and should your numbers decrease below the minimum requirement / or under a total of £385 for weekdays, and £550 peak dates (Fri, Sat, Sun and Bank Holiday dates). The full payment will still be due as stipulated in our minimum requirement terms and conditions.

CONSULTATIONS / TRIALS:

- All trials are held at Storme's home studio in Kingston upon Thames, KT2.
- Trial appointments are scheduled from Tuesdays to Thursdays with appointments available at either 10 am or 2 pm. Fridays, Saturdays and Sundays are reserved for Wedding bookings.
- Bridal trials usually take up to 1.5 -2 hours for makeup or 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 and 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. For Storme to give you her best service, please arrive at your initial trial, having thought about your bridal look, and have an idea of what you like or do not like.
- Should you require two different looks for the event day, an extended trial would be needed and charged accordingly.
- Trial payments are not refundable under any circumstances.
- Should you need to reschedule your trial - we allow only 1 (one) rescheduled day, thereafter an additional trial payment will be invoiced.
- The final number of services is required to be confirmed by /at the trial appointment- so that artists can confirm the schedule of timings and if any additional artists are needed.

TRAVEL:

- Travel is charged at 0.45p per mile after the first free 10 miles (round trip) from Storme's postcode, KT2.
- For all London Weddings – any congestion/ parking or toll fees will be stipulated with the quotation.

SPECIAL REQUIREMENTS:

- Change in preparation location whilst providing services will be subject to a Location Change fee of £25 and any additional travel may also be charged.
- Early morning bookings where Storme needs to start before 06h30 for any reason whatsoever will incur an additional charge of £50.
- Accommodation for UK weddings - accommodation for the night before may be required should there be a starting time of 06h00 or should travel exceed 50 miles (not round trip) from Storme's postcode. This will be stipulated in the quotation.
- Flower girls are subject to age and their time allocations.

FLOWER GIRLS: (0 – 9 years old) £40 and will be allocated 30 mins for hairstyling, lip gloss, blush, and shimmery eyeshadow.

YOUNG BRIDESMAIDS: (10 – 15 years old) £50 and will be allocated 45 mins for both hair and light makeup.



- 16- year olds and over are classified as adults and will be charged the full rate and will be allocated time of 45 mins for hair and 45 mins for makeup.
- Hair extensions can be hired subject to availability at an additional charge of £100 for the event day.

ADDITIONAL ARTISTS:

- Should time allow, Storme can comfortably provide services for 3 x hair and makeup alone (6 services). Thereafter or should time be restricted – an additional artist will be required to help with all the services needed to be done within the allocated time frame.
- An additional artist will be required for - large bridal 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 £125 supplement fee (towards booking that artist, this is for the artists day rate, call-out fee)

CANCELLATIONS:

- Reservation payments are non-refundable should you opt to terminate the booking for any reason whatsoever.
- A cancellation fee is not required, however, the reservation fee paid is non-refundable
- Reservation payments are **only refundable** if you notify us of the cancellation of your booking **within 48 hours (2 days) after your trial** appointment, whereby 50% of your reservation payment will be refunded and 50% retained to cover admin services already rendered / Storme holding the date resulting in income lost.
- With regards to short notice bookings (bookings made within the month or week of the event date), all reservation payments are non-refundable.
- Reservation payments are **non-refundable** should you have had your bridal trial and only notify us of your cancellation **after 48 hours (2 days)** of your trial date.
- In the unfortunate event that Storme is unable to perform the services on the day, Storme will do her best to provide a suitable replacement within the team. In the unlikely event that no one is available to cover the booking, we will fully refund all monies, and help as best we can to find another suitable artist for you. The Agreement between Storme | Makeup and Hair and the client will then cease to exist.
- **Postponements** - Should for reasons unforeseen / not in your control /uncontrollable natural forces or any reason whatsoever result in you postponing or changing the date of your booking / agreed upon date of service whereby the government prohibits, and/ or due to accident or illness, we only allow for one date change (subject to the artist's availability). Thereafter, a new booking with a new reservation payment would be required, for admin services and for the loss of 2 working days held by Storme, resulting in lost income.
- Change of dates made out of choice, for any reason whatsoever, and not government-restricted will be subject to a new reservation fee. Due to high demand and limited availability, dates moved to peak dates will be charged a new reservation fee.

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MAKEUP & HAIR

- To process and accept a postponement, a new date must be given to us within (two) 2 months of you notifying us of your intention to postpone. The rescheduled date must be within (12 months (twelve) of the initial original booking date. A new date, rescheduled after 12 months, from the initially booked date, will be considered a new booking and not a postponement, with a new reservation payment required and no refunds from the previous booking will apply.

GENERAL:

- Storme's availability for a quoted date is only held for 48 hours after the quotation is sent, after 2 days we would have to recheck if she is still available on that date.
- Final numbers must be confirmed by the trial date, at the trial. If any services which have been confirmed / agreed upon at the trial between Storme and the client, are deducted after the trial, the deducted services will still be charged for.
- Storme accepts bookings based on all the details as well as the preparation location given with the initial inquiry when asked about her availability. Should the location for services on the day change after the booking is confirmed, a new travel fee may apply. A change in the preparation venue would be subject to Storme accepting the new location. If the new preparation location is further than Storme is willing to have traveled to, when accepting the booking - she is within her right to terminate her services, in which case, Storme Makeup and Hair would then try to accommodate the client with an alternative artist subject to an S Pro team artist being available. Should no other artist be available, then 50% of the reservation fee would be refunded and 50% would be retained for admin services already rendered.
- Storme 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.
- We reserve the right to terminate the booking should the booking be made under false pretenses, such as for a special occasion when it is in fact a wedding booking, with no refunds applicable.
- Should any person 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 apply. Due to the nature of our business, we are strict on this policy as all the above-mentioned are extremely contagious and we adhere to Health and Safety precautions.
- We can not be held responsible for any delays should any clients not adhere to the schedule of timings stipulated and confirmed beforehand. Clients must be seated in the artist's chair at their allocated times.
- All clients must be ready for services once seated in the artist's chair. Please note that for the longevity of the hairstyle, no showers or baths should be taken once any hair or makeup services have commenced or have already taken place.

CLIENT ACKNOWLEDGEMENTS:

- The Client hereby acknowledges that whilst the application of makeup and hairstyling is generally regarded as 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 are kept hygienic and sanitized between each individual client's makeup and hair services.
- The Client and bridal party agree that no smoking or vaping is permitted during the time the services are provided by Storme and/ or her team.
- The Client agrees to provide basic refreshments to the artist/s during the trial and wedding day services.
- For Health and Safety, the client agrees to keep children and infants away from all makeup, hair products and heated hair styling aids. Children must not be present during the delivery of any services. (This includes but is not limited to breastfeeding, sitting on laps, etc.) Storme and her team will not be held responsible for any personal injury sustained by any events of this nature.
- The Client agrees that the artist may use any photography for publicity purposes which include but are not limited to the artist's website and social media pages. We will respect your privacy on your wedding day, however, **please stipulate beforehand** if you would prefer no social media content to be shared.
- Storme agrees to all services required as per quotation accepted upon the reservation payment. If any details such as the location of the preparation venue change and Storme is not informed of this, she will not be held responsible for any delays caused by these circumstances.
- Storme agrees to give her 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 to the event day. (Payment due dates will be stipulated on the quotation and invoices)

We look forward to working with you!

20 September 2021