

TERMS AND CONDITIONS

Storme Makeup and Hair Limited

These Terms and Conditions apply to all services provided by **Storme Makeup and Hair Limited** (Company Number: 13650279) whose registered office is at 124 Manor Road North, Thames Ditton, England, KT7 0BH (“we”, “us”, “our”).

By paying the reservation payment and/or confirming a booking, you (“the Client”) agree to these Terms and Conditions, which form a legally binding contract between you and Storme Makeup and Hair Limited and/or the S Pro Team artist/s.

Storme Makeup and Hair Limited may provide services directly through Storme (Head Artist) or through approved freelance artists operating under the S Pro Team. All artists are engaged by Storme Makeup and Hair Limited to deliver services on its behalf.

1. General Information

1.1 All correspondence must be made in writing via email and is only deemed received once acknowledged by us.

1.2 All bookings are subject to availability and acceptance at the discretion of Storme Makeup and Hair Limited.

1.3 These Terms and Conditions apply to all services including but not limited to:

- Bridal hair and makeup
- Trials and consultations
- Special occasion hair and makeup
- Lessons
- Photoshoots
- Destination bookings

2. Booking Process & Reservation Payment

2.1 A booking is only confirmed once the required reservation payment has been received. No dates are held provisionally.

2.2 Quotations remain valid for 48 hours. If the reservation payment is not received within this time, the date may be released.

2.3 By paying the reservation payment, the Client confirms:

- All booking details (event date, venue, number of services, timings) are correct.
- Acceptance of these Terms and Conditions.
- Agreement to the payment schedule outlined in the quotation and reservation invoice.

2.4 The reservation payment secures the artist(s) for the agreed date and contributes toward administrative time and reserving availability.

3. Minimum Booking Requirements

3.1 Peak Season

Peak Season includes all Fridays, Saturdays, Sundays and Bank Holiday dates throughout the year.

A minimum of four (4) services applies during Peak Season.

3.2 Saturday Minimum Spend (Storme Bookings)

All Saturday bookings with Storme are subject to a minimum spend of £635

3.3 Bride-Only Bookings

- Storme: £550 (hair and/or makeup day rate)
- S Pro Team Artist: £485 (hair and/or makeup day rate)

3.4 Additional Artist Requirements

An additional assisting artist (£150) may be required where:

- More than six (6) services are booked
- There are access time restrictions
- A later start time is requested

An early start fee of £50 applies where artist arrival is before 06:30.

4. Pricing & Payments

4.1 All services and fees will be detailed in your quotation.

4.2 For short-notice wedding bookings (within two months of event date), full payment is required to secure the booking.

4.3 For short-notice Special Occasion bookings (within one week), full payment is required to secure the booking.

4.4 Balance payments must be made by the date specified on your invoice. Failure to make payment may result in cancellation of your booking.

4.5 Special Occasion group discounts apply for three (3) or more people. If services are reduced below three, standard individual rates apply.

4.6 Travel Fees:

- £0.50 per mile after the first 10 miles (round trip)
- Congestion, parking and toll charges will be added where applicable

4.7 Accommodation may be required for the night before the event where:

- Travel exceeds 100 miles return, or
- Arrival time is before 06:30

This will be shown in the quotation.

4.8 Change of venue/set-up location: £50 additional charge.

4.9 Destination bookings: All travel, accommodation, airport transfers, baggage and related costs are payable by the Client.

5. Trials / Previews

5.1 Storme bridal trials are available Monday–Thursday only (excluding Bank Holiday Mondays) and are held at Storme Studios, Thames Ditton (KT7 0BH).

5.2 Trials are not available on Fridays, Saturdays or Sundays.

5.3 Trial payments are non-refundable once the service has been provided.

5.4 For S Pro Team artists – trials are held either at their home studio or may travel to the client at an additional charge.

6. Postponements & Cancellations

6.1 Wedding Postponements

- One postponement is permitted, subject to availability.
- The new date must fall within 6 months of the original date.

- We must be notified of the new date within 30 days of postponement notice.
- If the new date is a Saturday, a new reservation payment will be required.
- Previous payments are not transferable to a new Saturday booking unless otherwise agreed.

6.2 Client Cancellations

If the Client cancels, the following applies:

- Reservation payments are non-refundable but represent a genuine pre-estimate of administrative costs and loss of opportunity.
- If cancellation occurs after full payment has been made, we may retain an amount reflecting reasonable costs and loss of earnings depending on notice period and ability to rebook the date.
- Any retained amount will not exceed our reasonable financial loss.

Where we are able to rebook the date, we will reduce retained sums accordingly.

6.3 If We Cancel

If Storme Makeup and Hair Limited is unable to provide services due to unforeseen circumstances:

- We will make every reasonable effort to secure a suitable replacement artist.
- Trial notes and images will be provided to assist continuity.
- If no suitable replacement can be provided, all monies paid except trial payments but including reservation payment will be refunded.
- Trial fees already completed are non-refundable.

7. Force Majeure

Neither party shall be liable for failure to perform obligations due to events beyond reasonable control including (but not limited to):

- Natural disasters
- Government restrictions
- Epidemics or pandemics
- Acts of war or terrorism
- Transport failures
- Theft or loss of essential equipment

In such circumstances, the Client may reschedule within 6 months, subject to availability and postponement terms.

8. Liability

8.1 Clients must notify us in advance of:

- Allergies
- Skin sensitivities
- Medical conditions relevant to service delivery

8.2 We cannot guarantee longevity of makeup or hair after the services have been completed, where clients engage in activities that affect the finished result (e.g., showering, steaming garments, physical exertion, extreme heat or rain).

8.3 We are not liable for damage to clothing or personal belongings unless caused by negligence.

8.4 We reserve the right to refuse or not continue services where a client:

- Is intoxicated
- Behaves inappropriately
- Has visible infectious conditions (e.g., cold sores, conjunctivitis, lice, impetigo, ringworm, open wounds)

8.5 Incorrectly Declared Services

- Special-occasion pricing does not apply to any service provided for a wedding, civil partnership, registry-office ceremony, wedding celebration, elopement or related bridal event, whether or not the client describes themselves as a bride or chooses to wear traditional wedding attire. Clients must disclose the true nature of the occasion at the time of enquiry and booking.
- Where Storme Makeup and Hair Ltd or the booked artist discovers that a special-occasion booking is, in fact, for a wedding or registry ceremony, the booking will be reclassified and the applicable bridal or wedding rate, booking minimum and associated terms will apply. The client will be required to pay any outstanding difference before services commence.
- If the correct information is discovered on the appointment date, the artist may pause or decline to provide the services until the additional amount has been paid. If the client refuses to pay the applicable rate, this will be treated as a cancellation by the client, and any payments already made will be handled in accordance with the cancellation terms of this agreement.

9. Health & Safety

All tools and products are sanitised between clients.

Clients must notify us in advance if they, or anyone who will be present while services are being provided (including family members, guests or children) are experiencing any contagious symptoms.

10. Privacy

We process personal data in accordance with UK data protection law.

Your information is used solely for booking administration and service delivery and may be shared with S Pro Team artists where necessary.

Full details of how we collect, use and store your data are set out in our Privacy Policy

<https://stormemakeupandhair.co.uk/wp-content/uploads/2018/11/Privacy-Policy.pdf>

11. Complaints & Resolution

Any complaint should first be submitted to Storme Makeup and Hair Ltd by email, allowing us to investigate the circumstances and work towards a fair resolution. We respectfully ask that you allow us a reasonable opportunity to investigate and resolve the matter directly before publishing a review or complaint on a public platform or leaving an online review.

Concerns should be raised in writing directly to info@stormemakeup.com

12. Acceptance

By paying the reservation payment, you confirm that you:

- Have read and understood these Terms and Conditions
- Agree to the payment schedule outlined in your Reservation Invoice
- Accept that these Terms form the binding agreement between you and Storme | Makeup and Hair Limited

Storme Makeup and Hair is owned and operated by Storme Makeup and Hair Ltd, a company registered in England and Wales no. 13650279.