



## TERMS & CONDITIONS

### Bookings

- Any and all bookings taken shall be at the discretion of Norfolk Makeup Artist (NMA)
- A booking shall be secure only once NMA is in receipt of the requisite booking fee, there shall be no provisional bookings
- Bride hair & makeup can only be carried out on the day with a completed trial run, exceptions to this would be if you live outside of the UK or it is a 'last minute' wedding
- Trials take place at NMA Makeup & Beauty Lounge.
- Weekends are exclusive to weddings, there are no Saturday or Sunday trials available
- Between the months of May-September there is a minimum person booking of 4 (for just Makeup) minimum person booking of 2 (hair & makeup)  
A Surcharge of £65 will be payable if part of the booking is cancelled between these months of the year
- Between Christmas/ New year and bank holidays an additional day rate of £100 will be applied
- Cancellation of a trial run on a second pre- arranged appointment will incur full payment of the trial fee's before a third arrangement can be made to cover NMA losses.
- Should additional artists/assistants be required for large parties or early ceremony times these are charged at £60 per artist
- For all bookings required to start before 7.30am including travel time £25 per artist is charged.
- For all bookings that require more than 2 hours travel to the getting ready venue will require accommodation to be booked and paid for for the artist/s

### Payment

- The person making the booking shall be held responsible for full and final settlement of the total amount payable to NMA
- Any and all deposits received by NMA at the time of booking are non-refundable
- There is a 14 day 'cooling off period' at the time of booking
- Any outstanding balance payable in relation to a booking shall be paid to NMA no later than 2 weeks prior to the date of the booking. NMA shall provide an invoice detailing any such outstanding balance
- Trials are invoiced 2 weeks prior to the trial date and require payment no later than 3 days before the booked trial.

### Parking + Travel Charges

- In circumstances when parking fees apply, the client will be required to cover the charges where NMA services are being conducted, for example hotel parking and meter parking
- Travel is charged at 50p per mile from NMA studio
- Please contact NMA prior to booking if there is limited parking at your location, due to the amount of heavy equipment brought along, if NMA has not been made aware of this, NMA will not be held responsible for delays this could cause

### Correspondence

- All correspondence shall be with NMA and shall be confirmed in written form, whether by e-mail or by letter
- It is the clients responsibility to make NMA aware of any known allergies or skin sensitivities that they or their bridal party may have prior to service
- NMA cannot be held liable for any losses or damage that is incurred due to the client's failure to inform the artist of any known condition
- If the client or party requires a patch test for any products, this can be arranged for a small fee prior to a trial run
- It is the responsibility of the client to ensure all members of the bridal party are available at their, pre arranged, allocated times. No refund or compensation will be offered by NMA for delays caused by other wedding vendors, guests, or members of the bridal party
- If the booking is directly affected by circumstances beyond the control of NMA including but not limited to weather conditions or health and safety reasons, where possible NMA will endeavour to rectify such situations, however no compensation will be offered by NMA. It is strongly advised that you the client take out wedding or event insurance to cover you against these situations

### Photography

- The client agrees that NMA may use any photography for publicity purposes which include the artist's website and social media pages.
- NMA will not post photography before the clients wedding has started to avoid spoiling any surprises for guests of the event
- Any objections should be made in writing to NMA via email or letter.

### Cancellation

- Notice of cancellation of any part or whole of a booking must be given to NMA at least one month prior to the date of the booking. If less than one month's notice is given, any outstanding balance payable in relation to that booking shall be required to be made in full to NMA (please note minimum person booking)
- NMA reserves the right to refuse service to the client or members of the bridal party for, but not limited to, infectious conditions, abusive, rude and unreasonable behaviour
- If you make the decision to cancel your booking, the following charges will apply.

The percentages are the proportion of any remaining balance unpaid.

- 12 weeks before the wedding 30%
- 8 weeks before the wedding 40%
- 6 weeks before the wedding 50%
- 4 weeks before the wedding 100%

In the unfortunate event you have to cancel your booking, cancellations need to be made within 3 months of the reserved date in order to avoid the cancellation fee.

- If you choose to cancel your booking after your trial and this falls before 12 weeks before your wedding date payment for your trial will be required. This amount is not taken off the booking fee. The booking fee is to secure the date in NMA's diary and payment of the trial is for the artist that carried out your trial service.

### Postponement

- If you decide to postpone your wedding to a future date, NMA will endeavour to transfer the booking across to the new date, subject to NMA availability. Should NMA be unavailable on such date, no refunds or compensation shall be offered.
- If a postponement is mutually agreed, a 50% balance is due on the final balance of the booking

### Force Majeure

- Should failure of either party to perform its obligations under this Agreement, NMA shall not be subject to claims of any such losses and reserves the right to retain the booking fee.

### GDPR

- Nma take's your privacy seriously and are fully GDPR compliant. You have provided NMA with your contact details so that NMA can correspond with you about your wedding hair or makeup as agreed. NMA will only use your personal information to administer your booking and to provide the services you have requested from NMA. NMA will not pass on or sell your details to any other organisation.

### Acceptance of terms and conditions

- Payment of any deposit/booking fee to NMA indicates acceptance of the terms and conditions set out above