

General Booking - Terms and Conditions

Updated 27.10.21



Prices:

Full Face Makeup:

With lashes: £45
Without lashes: £40

Prom Makeup:

With lashes: £50
Without lashes: £45
Prom Trials: £50 (lashes are optional)

NYE Makeup:

With lashes: £45
Without lashes: £40

Bookings:

All bookings require a booking fee per person in order to be secured. This fee is deducted off the service cost leaving the remainder due payable on the day of your booking. Any travel costing will also be requested in advance and will be added on top of the booking fee cost. Transfer details will be supplied upon booking and are expected to be paid within 24 hours. Please do not send any payments without notice at a later date, the space you require may no longer be available and you will lose the payment sent.

Spaces cannot be held if no deposit is supplied within 24 hours. If no deposit is supplied Gemma can give the appointment slot away. A message will be sent to confirm that the booking has been removed or secured by another client.

Full face Makeup bookings and prom bookings can only be made maximum 1 month in advance. This is subject to Gemma's availability and at Gemma's own discretion during peak months.

Gemma is solely based in Kent for bookings between x1-2 people. Gemma is available to book in surrounding counties if the booking falls between x3-x6 makeups. Travel charge will apply.

Booking Fee / Deposits:

All deposits/ booking fees are non-refundable and non-transferable. Booking fees cannot be paid by cash. They can be paid by bank transfer only. Deposits/ booking fees are only refundable if Gemma has to cancel any bookings due to unforeseen circumstances. GemMakeup does not accept any Paypal payments.

- Full face Makeup requires a £20 booking fee per person, leaving the remainder left each to pay on the day via cash or bank transfer.
- Prom Makeup requires a £30 booking fee per person, leaving the remainder left each to pay on the day via cash or bank transfer.
- Prom Makeup Trials require full pre-payment via bank transfer - per person booked.
- NYE makeup requires full pre-payment via bank transfer - per person booked. This date is very high in demand.

GemMakeup's general policy is: NO BOOKING FEE = NO BOOKING.

Cancellation Policy:

In the unfortunate event a client has to cancel a booking, a cancellation fee will apply. This cancellation fee is also the initial booking fee paid. In exceptional circumstances Gemma may offer you a refund at her own discretion. A booking fee will only be refundable should Gemma have to cancel a booking due to any unforeseen circumstances. Cancellation fees are as indicated below:

- Full face Makeup cancellation fee: £20 per person booked
- Prom Makeup cancellation fee: £30 per person booked
- Prom trial cancellation fee: £50 per person booked
- NYE makeup cancellation fee: £45-50 per person booked

If you have paid travel costing within your booking fee this will be refundable due to Gemma no longer being required to travel. You will then be refunded the difference between your booking fee and travel charge. For example:

£20 booking fee for x1 Makeup + £10 travel charge = £30 booking fee

Your refund = £10 travel charge.

Payments:

Gemma will only accept bank transfers upon securing your booking with your booking fee. The remaining payment due on the day of your booking can be paid via cash or bank transfer.

Should a client wish to pay the remaining balance due via bank transfer this must be completed whilst Gemma is present with a screenshot of the payment made also being sent via message.

Should a client wish to pay the remaining balance due via cash please ensure you have the correct money due. Gemma does carry change but will not accept £50 notes. Please pay the remaining balance due in either £5, £10, £20 notes and £1 or £2 coins.

Broken Kit:

If in the unfortunate case yourself, another person present or children cause any damage to my kit you will be requested to reimburse the cost of the product(s) damaged. You will receive an invoice for each individual product damaged as well as photo evidence of each damaged product and be expected to pay this no later than 1 week after the initial damage was caused.

Illness & Contraindications:

If yourself or any additional makeups booked alongside have any illness or contagious illness or contraindication I have the right to refuse makeup application, this will also not be refunded. Should I arrive on the day and I haven't been notified I have the right to refuse application to the individual affected due to concern of contamination and hygiene in regards to my kit.

Please inform me prior to the booking should any one suffers with anything I would need to know about. For example: Cold Sores, open wounds, conjunctivitis, sty's, colds, flu etc. If you are unsure please message to confirm if a makeup will be able to be carried out.

When booking in with GemMakeup you are agreeing to abide by the GemMakeup General Booking T+Cs.

Gemma Tutt
GemMakeup