

Wedding Terms and Conditions

2024 - CONTRACT



PRICES - SECTION 1

PRICING – ON DAY:

Bridal Makeup: **£150**
(1 Hour 15 mins)

Bridesmaid: **£80 per person** - Lashes are complimentary.
(1 hour per person)

Mother of the
Bride or Groom: **£65 per person** - Lashes are complimentary.
(45 mins per person)

TRIAL PRICING – Bridal trials are compulsory.

Trials – Monday -Thurs basis: Bridesmaids: **£80** +£20 for Sunday trials
(1 hour per person) Mothers of: **£65** +£20 for Sunday trials

Bridal Trial – Mon – Thurs basis: Bridal trial: **£130** +£20 for Sunday trials
(1 look trial – 2.5 hours)

Bank Holiday Surcharge: **£100**
Travel Charge: **£0.60p per mile** – To & from booking location if over 15 miles.

Save the date booking fee: Under 6 months away: 50% booking fee
Over 6 months away: **£150**

Cancellation fee – over 1 months notice: Full 50% deposit or full save the date booking fee.

Cancellation fee – under 1 months notice: Full total paid.

New date / date move fee: **£200**
Out of county fee due to venue move: **£100**
Assisting artist fee: **£50**

Unsocial Hours Fee: **£60 per hour / £30 per 30 mins.**
(Bookings and travel prior to 7am)

Bridal prices are fixed and cannot be altered. Prices will only differ should you book when GemMakeup has an offer available

GemMakeup has a minimum booking requirement of x4 makeups. This includes e.g.: x1 bride, x2 adult bridesmaids and x1 mother of the bride /groom. Trials and young bridesmaids / flower girls are not included within bridal party numbers.

-Please see the next page for booking options.

SECTION 2 - BOOKING OPTIONS:

1: 50% Booking fee – APPLIES ONLY TO WEDDING BOOKINGS UNDER 6 MONTHS AWAY

Secure your wedding date and any trials to take place with a **50% non-refundable booking fee** from your quote total. **Should you not go ahead with the booking your booking fee will be lost.** Your remainder to pay is payable up until 1 month prior to the wedding date. Your deadline date/ payment/ booking will be displayed on your invoice sent via email. **This booking option is compulsory for any weddings under 6 months away.**

2: Save the Date Booking fee – OVER 6 MONTHS AWAY

For any dates requested over 6 months in advance a £150 save the date booking fee can be paid to secure the date and date alone. This payment is strictly **non-refundable**. Trial payments are a separate cost and are to be pre-paid in full per person and are also **non-refundable**. The £150 save the date is deducted off your final quote total along with trial costing. All payments and any deductions are recorded and displayed on your invoice sent via email.

Should I contact you in regards to your bridal party numbers prior to the wedding date and receive no communication within 1 month, **I have the right to release your date and your booking fee will be lost**, I will also supply written confirmation of this. Your save the date booking fee is **non-refundable** should you not go ahead with the booking.

****All quotes will display an expiry date. Should the date pass and there has been a price change you will receive a new quote should you wish to proceed. ****

SECTION 2.3: MINIMUM BOOKING REQUIREMENT

GemMakeup has a minimum booking requirement of **x4 makeups** or a **£505 spend** before travel charges. This can be reduced to x3 if you're local. If your booking reduces in makeups after you have secured therefore no longer meeting Gemma's booking requirements your booking will be removed and you will **not be refunded**. Alternatively, you can make up the bridal party numbers to the minimum booking requirements via guest makeups or friend makeups. If your booking is over 30 mins away Gemma will not reduce the minimum booking requirement.

Any offers will also be subject to a minimum booking requirement / minimum spend.

GemMakeup's minimum booking requirement includes: x1 bride, x2 adult bridesmaids and x1 mother of the bride /groom. Trials and young bridesmaids / flower girls are not included within bridal party numbers.

SECTION 3 - TRIALS

Bridal trials are compulsory. I will not carry out a bridal booking without a bridal trial taking place. Bridal party trials are optional. Trials are solely held on a Monday – Thursday basis. Trials can also be offered on Sundays subject to availability however at an additional cost. **No trials are held on Bank Holidays, Fridays or Saturdays due to carrying out weddings.** The earliest a trial can be carried out is 6 months before the wedding date and no later than 2 months before the wedding date. This is to ensure every bride has had a trial prior to the final payment deadline date and can pay the final balance with full confidence.

Trials are only carried out between 9am-2pm due to lighting and ensuring you can wear the makeup for a similar amount of time to the wedding day. Trials are between 2 hours to 2.5 hours for brides and 1 hour for bridesmaids and mother of the brides/grooms.

E.g.: Wedding date: 10th July 2024 / Trials: Between February – May 2024 / Final payment date: 10th June 2024.

SECTION 4 - LARGE BOOKINGS/TRAVEL/ACCOMODATION/ VENUE CHANGES

4.1: My maximum number of makeups I can carry out alone will be x5-6 – this is solely dependent on the time scale given to me for the wedding day. For larger bridal parties I can hire a second makeup artist but this **cannot be guaranteed**. A second artist would only be required to shorten the time scale and accommodate the extra makeups. There may be extra fees involved should the second artist have a different pricing structure. If I am unable to find a second artist who is available I will recommend for you to source another artist separately.

An **assisting artist fee** totalling **£50** will be added to your booking should I be required to source an additional artist. This fee covers the admin and extra time involved to find, hire, invoice, pay and book an additional artist on your behalf. If you book your own additional artist this fee will not apply to your booking or be removed if a second artist is no longer required or you source your own additional makeup artist.

In the unfortunate case the second artist cancels, I can attempt to find another artist. There may be extra fees involved should the second artist have a different pricing structure. If I am unable to find a second artist who is available I will recommend for you to source another artist separately. **The assisting artist fee will not be refunded as the work has been carried out to source a second artist.**

I will travel across the UK for wedding bookings. Travel costing will be provided to cover the costing of petrol and time taken to travel. Travel costing is based on 60p per mile there and back if over 15 miles away. Should a venue take over 2 hours to travel to pre-paid accommodation will be required.

** GemMakeup is a sole trader – this means Gemma is not legally obliged to provide a second makeup artist. Gemma cannot be held reasonable for the failure to obtain a second makeup artist. **

4.2: Should you change your wedding venue to a new location after you have secured your booking that is not included on the list of counties I cover an out of county fee will be added to your booking. I cover the following counties: Kent, Surrey, Essex, East and West Sussex. I **do not cover London or Central London**. Your travel charge for the wedding day will also need to be re calculated and supplied to you should you change your venue.

SECTION 5 - AGE RESTRICTIONS – YOUNG BRIDESMAIDS

Adult makeup pricing starts from age 15 onwards. For any young bridesmaids under 15 they will be quoted on a per person basis. You will be sent a consent form to complete for any bridesmaids under the age of 15. Makeup will not be carried out if this form hasn't been completed. This form is not public and will be sent by Gemma via email including the link and password. If you haven't declared any young bridesmaids their makeup will not be done on the wedding day. Gemma is very strict and will not carry out full face makeup on minors unless a consent form has been completed by the parent or legal guardian. **Proof of age will need to also be provided.**

SECTION 6 – CANCELLATION POLICY: BOOKING FEES/REFUNDS

6.1: A booking fee is only refundable should I have to cancel a booking due to any unforeseen circumstances. **Should you the client cancel your booking for any reason the booking fee will NOT be refunded.**

6.2: When you have a bridal trial after selecting either booking option 1 or 2 and feel the trial was unsuccessful **you will NOT be refunded for your trial or booking fee.** If you have selected booking option 1 of a 50% booking fee and do not wish to go ahead with the booking after your trial – **the booking fee will not be refunded.** If you have gone with booking option 2 of a Save the Date booking fee and decide not to go ahead with your booking, **you will NOT be refunded the booking fee.**

6.3: Bank (Bacs) transfers are the only form of payment I accept for wedding bookings and is the compulsory method of payment for a booking fee and remaining payments. I do not accept cash payments for wedding bookings. Payment transfer details will be supplied upon booking. When a payment is made I must be sent confirmation in order for me to check this payment has gone through correctly. **If no payment has been received within 48 hours of me supplying transfer details I will assume you do not wish to go ahead and your date will then be re-released.** When booking, once the quantity of makeups has been agreed and a deposit has been paid, this can be altered up until your final payment is due however, bridal party numbers cannot go below the minimum booking requirement of x4 makeups. If one or more

of your bridal party decided to no longer have makeup carried out after the full balance has been paid this is at their own discretion and this will **not be refunded**, you will still be charged the quoted price.

Should your deadline date pass and I haven't received your remainder to pay, I have the right to remove the booking due to concern of non-payment, confirmation of the removal of your booking will be supplied in writing via email. Any refunds given will be at my discretion dependant on the circumstances provided.

ABUSIVE BEHAVIOUR RELATING TO GEMMAKEUP CANCELLATION POLICY

6.4: Please note Gemma will not tolerate any abusive emails, messages, phone calls should she not provide a refund. Should you write any false reviews with the intention of forcing Gemma into a refund this will result in Gemma having to take legal action for defamation under false allegations with the intention to damage her business or for malicious falsehood with the intention of damage to her business.

6.5: GemMakeup bridal T+Cs are displayed publicly on her website. At the point of enquiry, GemMakeup bridal T+Cs are required to be read and confirmed via a tick box that they have been read in order to proceed and submit the enquiry form. GemMakeup bridal T+Cs are then sent alongside the quote. GemMakeup T+Cs are also sent alongside your booking confirmation and resent at any point of the booking process where they will need to be referred too. Should a client not read the GemMakeup T+Cs but ticked that they have this is out of Gemma's control and the client will be responsible for failure to read the T+Cs.

SECTION 7 - ILLNESS/CONTRAINDICATIONS

If yourself or any of your bridal party 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 ensure prior to the wedding date you have not come into contact with anyone who has the coronavirus. Please ensure you and your bridal party have taken a lateral flow test before the wedding day and are negative. I test regularly to ensure the safety of my clients, I kindly request the same is carried out for your wedding suppliers like myself.

Please inform me prior to the wedding 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.

SECTION 8 - DAMAGED KIT

If in the unfortunate case yourself or a member of your bridal party / 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. Failure to pay this will result in further action being taken.

*Please ensure no children who are present at bookings touch or play with Gemma's professional makeup kit. Please do not touch Gemma's makeup kit without permission. *

SECTION 9 - PROFESSIONAL PHOTOS

Photos will be requested from yourself roughly 3 months after your wedding date. Should you wish for me not to request your images, please kindly let me know. By supplying me with these images you are giving me permission to share these images on my website, social pages or for advertising purposes. I will also request your photographer details to enable me to credit them or to request your photos from the photographer if you are unable to send them.

SECTION 10 - BESPOKE SERVICES

GemMakeup now offers bespoke bridal services. This applies to the bride only. Including:

- Top ups before your wedding photos or a makeup change for the bride for the evening.
- Staying to complete both of the above.

This is priced per enquiry. When I am required to stay after all makeups have been applied prior to the wedding ceremony this will fall under an hourly rate of a **£90 per hour** charge. A second makeup or change will be priced per individual bride dependant on how much needs to be altered or removed to have a new look applied.

SECTION 11 - PAYMENTS

At this current time GemMakeup **does NOT** offer any payment plans for wedding bookings. Remaining payments must be made in full via BACS transfer no later than the date stated on your invoice. Each bride will receive a deadline payment date no later than 1 month prior to the wedding date. Should this payment deadline be missed – I have the right to remove the booking.

Invoices will be sent each time a payment is made and a final invoice will be sent once full payment has been received.

SECTION 12 – INVOICES AND WORKING HOURS

Invoices will be limited to a maximum of x4 invoices per booking. This is to avoid too many changes being made to bookings then causing confusion on which invoices are the most recent. Gemma will unfortunately have to refuse any more changes once your maximum invoices has been reached. Admin fees will apply and be added to your final balance to pay if Gemma has to provide any more than 4 invoices. Failure to pay the admin fees will unfortunately mean your booking will not be going ahead.

GemMakeup's working hours are 7am – 5pm. Any bookings that start prior to 7am will be charged an unsocial hour's fee on top of each makeup. Please note that travelling to a venue or location prior to 7am will also incur an unsocial hour's fee. Gemma's last booking is 5pm. Unsocial hour fees are charged at £60 per hour prior to 7am. If your booking starts at 6:30am you will be charged half the hourly rate at £30.

SECTION 13 - DESTINATION WEDDINGS

GemMakeup now offers destination weddings. This will be on a per enquiry basis supplying each destination bride with a personalised quote. GemMakeup is fully insured to work abroad with the exception of the USA and Canada.

You will be required to cover the fees for the following:

- Travel – journey to the airport, flights, transfers to hotel.
- Accommodation – the hotel or location either at the same hotel as the bridal party or a nearby location.

An out of country charge will apply for the days spend travelling which therefore means I cannot take on any work. This will be on a day rate basis of **£200 per day**.

At least one bridesmaid would also be required to have a trial alongside the bridal trial. If any mother of the bride or grooms are also having makeup they will also need to have trials. This is to determine exactly what kind of makeup products and shades I need to pack.

Flights will be required to be booked by the bride at least 3 months prior to the wedding date. All information must be sent to Gemma along with an itinerary of transfers where applicable. Failure to book the flight and provide details of the flight and transfers will result in your booking being removed from the diary. **Any booking fees paid or money paid will result in being lost due to breaching this contract.**

SECTION 14 – ABUSIVE LANGUAGE AND/OR INAPPROPRIATE BEHAVIOUR

GemMakeup will not and does not have to tolerate any abusive language or behaviour during the enquiry process, trials or wedding days. Any abusive language or behaviour will mean your booking will be removed from the diary and will be strictly non-refundable. Any abusive language or behaviour on the physical bookings will result in Gemma leaving immediately for her own safety or calling the police if required.

Gemma will always aim to provide the best customer service as well as physical makeup services and will provide all options available should any issues arise. Gemma will not tolerate any swearing, abusive words, comments or physical abuse. Gemma will also not allow for anyone to be smoking or vaping during a makeup service. This will be classed as inappropriate behaviour and Gemma will have to stop the service until the smoking or vaping has also been stopped. Should this be repetitive Gemma will stop carrying out the services and not complete the booking any further. This is classed as a health and safety risk to Gemma - client understanding and co-operation will be greatly appreciated.

SECTION 15 - DATA PROTECTION

No personal details such as addresses, phone numbers or emails are shared beyond GemMakeup. GemMakeup does reserve the right to keep invoice documents for up to 7 years due to HMRC regulations however all documents remain confidential. I do request my personal details that are noted on your invoices are strictly not shared without my permission. This includes supplying my details to wedding venues, friends, family or other suppliers. I give permission for my social pages, website and email address to be shared publicly. I do not give permission for my personal address to be shared. I give permission for my mobile number to be shared with your wedding venues only.

**** A copy of these Terms and Conditions will be sent once the booking has been finalised along with your invoice. Terms and Conditions must be strictly followed. Once you have booked/ secured you are agreeing that you are entering into this contract and have read, fully understand and will comply with the GemMakeup bridal T+Cs.**

Insurance certificates can be supplied on request but details must not be shared publicly

Signed by:

Gemma Tutt - Owner

