

# Wedding Terms and Conditions 2022 – 2023



## PRICES - SECTION 1

### PRICING – ON DAY:

Bridal Makeup: (1 Hour 15 mins)	<b>£120</b>
Bridesmaid: (1 hour per person)	<b>£65 per person</b> - Lashes are optional at no additional cost.
Mother of the Bride or Groom: (45 mins per person)	<b>£55 per person</b> - Lashes are optional at no additional cost.

### TRIAL PRICING:

Trials – Monday-Friday basis: (1 hour per person)	Bridesmaids: <b>£65</b>	+£20 for Sunday trials
	Mothers of: <b>£55</b>	+£20 for Sunday trials
Bridal Trial – Mon – Fri basis: (1 look trial – 2 hours)	Bridal trial: <b>£100</b>	+£20 for Sunday trials
Bank Holiday Surcharge:	<b>£100</b>	
Travel Charge:	<b>£0.50p per mile</b>	– To & from booking location if over 15 miles.
Save the date booking fee:	Under 6 months away:	50% booking fee
	Over 6 months in advance:	<b>£100</b>
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:	<b>£200</b>	

\*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 WEDDINGS 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 – 2023 DATES ONLY

For any dates requested over 6 months in advance a £100 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 £100 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 3 - TRIALS

Trials are solely held on a Monday – Friday basis. Trials can also be offered on Sundays subject to availability however at an additional cost. **No trials are held on Saturdays.** The earliest a trial can be carried out is 4 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.

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 1.5 hours to 2 hours for brides and 1 hour for bridesmaids and mother of the brides/grooms.

*E.g.: Wedding date: 10<sup>th</sup> July 2023 / Trials: Between February – May 2023 / Final payment date: 10<sup>th</sup> June 2023.*

## SECTION 4 - LARGE BOOKINGS/TRAVEL/ACCOMODATION

My maximum number of makeups I can carry out alone will be x5 – 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 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.

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.

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 50p 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.

## 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 - BOOKING FEES/REFUNDS

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.** 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 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.** 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.**

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.** I will send confirmation stating the outstanding amount to be paid or if you have made full payment via Invoice. When booking, once the quantity of makeups has been agreed and a deposit has been paid, this cannot be changed. If one or more of your bridal party decided to no longer have makeup carried out 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.

## **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.

## 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 requiring me to stay after all makeups have been applied prior to the wedding ceremony this will fall under an hourly rate of a **£70 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 – 3pm. Any bookings that fall outside of these hours will be charged an unsocial hour's fee on top of each makeup that falls outside of these hours. Please note that travelling to a venue or location prior to 7am will also incur an unsocial hour's fee. Gemma completes all admin on a Monday – Friday basis between 3pm – 7pm.

## 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 near by 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.

## 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 non-refundable. Any abusive language or behaviour on the physical bookings will result in Gemma leaving immediately for her own safety.

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 - COVID T+CS

These T+Cs will be revised if this situation ever arises again.

### **1. What happens if I have to move my wedding date due to government guidelines? (Covid19 Only - weddings legally cannot be carried out)**

Please know Gemma will do her best to deal with this situation quickly and make it as stress free as possible for you. Gemma is happy to move any bridal bookings should the government guidelines affect your booking, meaning your wedding cannot go ahead by law. Please ensure you contact Gemma prior to securing a new date to have the best chance of her being available. Your booking will be fully transferred to a new date at no additional costing if keeping within the same year and a new updated invoice will be sent with the correct dates on. Please also be aware your deadline payment date will also move accordingly and will be due 1 month prior to your new wedding date.

If in the unfortunate case Gemma is unavailable for your first postponed wedding date 2 options will be given. **Option 1:** You can use the deposit for any future bookings or gift this to another person. This would help support a small business at a difficult time. **Option 2:** a refund. A refund is only applicable if by law your wedding cannot go ahead and Gemma is unavailable for your new date. Your deposit will be refunded. However, you will not be refunded for any services already carried out such as trials. You will then be refunded the difference.

If in the unfortunate case Gemma is unavailable for your second postponed wedding date the following would apply: A minimum fee of £90 will be non-refundable. Unfortunately, Gemma cannot refund your full deposit due to the admin services involved in moving your first date and holding this new date, sending emails and invoices etc. You will also not be refunded for any services already carried out such as trials. You will then be refunded the difference within your deposit after the £90 admin fee and any services carried out is deducted.

Please ensure you contact Gemma prior to securing a new wedding date to have the best chance possible to rebook. Gemma would love nothing more than to rebook than to lose a bride due to COVID postponements, please communicate as much as possible with dates before securing a new one.

### **2. What happens if I chose to move my wedding out of personal choice? (Weddings are legally allowed to be carried out)**

Should you choose to move your booking for personal reasons but the government guidelines state weddings can legally be carried out the following would apply to you. Gemma will move your booking **once** to a new date subject to availability – a date move fee will apply (See pricing on page 1). Should Gemma not be available for your new date **you will lose your booking fee**. If you move your date to a new date in the same year your quote will not change and your pricing will be honoured however the date move fee will apply and need to be paid to secure the date move. Should you wish to move your booking to **2023 onwards, any updated new pricing will apply to your booking** and Gemma will re quote you and update your invoice accordingly.

Gemma will aim to provide the best customer service and accommodate all requests where possible. However, refunds will only be given in the circumstances that by law your wedding cannot take place and Gemma is legally not allowed to work and is not available for the new wedding date. Any decisions made will be at Gemma's discretion or out of goodwill. Please kindly ask for what options are available to you to ensure the problem is fixed in a professional and stress-free manner.

Should you postpone for a second, third, fourth, fifth time etc unfortunately you will lose the full total of what has been paid at the time of postponing should Gemma no longer be available. Should Gemma be available a new date charge will be added on each time of **£200** to secure the new date. If the wedding is postponed with less than sufficient notice (being less than 1 month away) and Gemma is not available you will **lose the full total paid. Gemma has the right to refuse re booking if you keep moving your wedding dates without sufficient notice – therefore affecting how GemMakeup business runs. No refunds will be given under this circumstance.**

- 3. Weddings are legally allowed to be carried out but I am not happy with guest restrictions and therefore wish to move my booking. Will you move my date and what happens if you aren't available for my new date?**

With weddings legally allowed to go ahead, any bride looking to move due to guest restrictions will be classed as moving their booking out of personal choice. Your wedding can go ahead by law but you are choosing to still move for a personal reason. Gemma will move your date only **once** subject to availability and a date move fee will apply. If Gemma is not available for your new date you will **lose your booking fee**. If the wedding is postponed with less than sufficient notice (being on or less than 1 month away) and Gemma is not available you will **lose the full total paid**.

- 4. What happens if I chose to not rebook my wedding in with you and cancel?**

This will result in loss of your booking fee or full total paid as you, the client is cancelling the booking. This policy is also in GemMakeup T+Cs.

- 5. What is your refund policy if I catch Covid and cancel my wedding?**

Refunds will only be given if by law a wedding cannot take place or if by law the makeup industry is not allowed to work. Lockdowns or Tier levels that prevent both wedding events and makeup taking place will mean you are entitled to a refund. In the unfortunate case you contract COVID or test positive and are required to isolate, meaning your wedding cannot take place, you will **not be given the option of a refund** but you will be given the option to rebook for a new wedding date. An additional £200 date move fee will apply due to the lack of notice - this fee will be required to be pre-paid in order to secure the new date. If Gemma is not available for your new date you will lose the **full total paid**.



6. **One of my bridal party cannot attend my wedding due to having to isolate, can I get a refund for this makeup?**

Unfortunately, you will **not be refunded** for any members of the bridal party that are having to isolate and no longer having makeup done. This falls under GemMakeup Bridal T+Cs where bridal party numbers cannot be changed. Once your bridal party numbers are confirmed and quoted they cannot be changed. I would then suggest to ask someone if they would like their makeup done instead/ as a replacement to avoid loss of money for yourself.

## SECTION 16 - 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, 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 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

A handwritten signature in black ink that reads "Gemma Tutt". The signature is written in a cursive, flowing style.