

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.