



BOOKING TERMS & CONDITIONS

1. DEPOSIT

- To secure the dates an agreed deposit will need to be paid (see invoice for payment deadline). This deposit will be deducted from the Final balance.
- The deposit is non- refundable, if however, after your trial you decide Zoe is not the artist for you, you have 24 hours to cancel your booking and claim back your deposit. Trial payments are non-refundable.
- Deposits need to be paid via bank transfer (details provided on the invoice).

2. TRIAL

- Trials are held Monday- Friday, as weekends are reserved for weddings.
- Zoe strongly advises to have a trial during the daylight as makeup in the evening can appear different in dull lighting.
- Trials are usually held at Zoe's home studio in Chobham.
- Please arrive at the trial with clean dry hair along with any inspiration photos you may have.
- Payment for the trial is due on the day of the trial.

3. EYELASHES

- Temporary Strip or individual eyelashes are included for the bride, for any other bridal party members they are £5 extra.
- If eyelashes are required, please bring £5 in cash on the day.
- If the person/s want to bring their own eyelashes Zoe will apply them free of charge.

4. TRAVEL

- Travel is charged at 45p per mile 10miles outside of GU16.
- Travel is calculated via google maps.
- If there are any car parking fees or congestion charges this is also to be covered by the client.

5. REMAINING BALANCE

- Final confirmations are sent one week before the event and will need to be paid 2 days prior to your booking.
- Your final invoice is your booking confirmation sent with everything noted as paid.

6.CLIENT ACKNOWLEDGEMENTS

- The Client hereby acknowledges that whilst the application of makeup and hair styling is generally regarded safe, that allergies, or known reactions to makeup and hair products must be communicated to Zoe prior to the services taking place and that Zoe and her team will not be held responsible for any personal injury sustained as a result of taking part in any hair and makeup services provided.
- The Client acknowledges that all brushes and makeup products used by Zoe are kept sanitary and are sterilized between individual clients' makeup applications.
- The Client agrees to keep children and infants away from any heated hairstyling aids and all makeup for Health and Safety reasons.
- The Client agrees for any photography to be shared for Zoe's website and social media pages. We will respect your privacy on your wedding day, however please stipulate before if you would prefer no social media content to be shared.
- Should any of the booking party have nits or lice, cold sores or eye infections etc. Zoe will not complete the services on the person/s affected and no refund will be given. Due to the nature of our business, we are very strict on this policy as all the above mentioned are extremely contagious and we must adhere to Health and Safety precautions.

7.CANCELLATIONS AND ISSUES

- If you need to cancel your booking with Zoe, your deposit is non-refundable.
- There is no cancellation fee on the condition that you cancel more than 14 days before the wedding date, however if you wish to cancel your booking within 14 days you are therefore charged the full remaining balance of the booking.
- In the highly unlikely event that Zoe is ill or unable to attend (Zoe has never let a client down) Zoe will try to find a replacement artist of the same standard. In the unlikely event that no one is able to cover the booking a full refund will be issued.

Bookings are only secured once deposit payment has been cleared. No provisional bookings will be taken at any time. By paying the deposit, all clients accept the above Terms and Conditions.

