



## BOOKING TERMS & CONDITIONS

### 1. DEPOSIT

- To secure the booking 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. REMAINING BALANCE

- Final conformations are sent one week before the event and will need to be paid no later than 2 days prior to your booking.
- Your final invoice is your booking conformation sent with everything noted as paid.
- Non-payments: Failure to settle the invoice will result in services being withheld on the day of the event and may lead to further legal action, including small claims court.

### 3. CLIENT ACKNOWLEDGEMENTS

- All clients are required to arrive with clean hair. If hair is found to be dirty or greasy, you may be asked to wash it before styling begins.
- 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 adverse reactions or 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/media to be shared for Zoe's website and social media pages. 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.

#### 4. 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 30 days before the wedding date, however if you wish to cancel your booking within 30 days you are therefore charged the full remaining balance of the booking as it would be unlikely Zoe could fill that date with another booking at such short notice.
- 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.
- If an assistant has been booked and the size of your bridal party decreases within 60 days before the wedding date, you will still be required to pay the assistant's fee. This is because the artist reserved that date exclusively for your booking and may not be able to take on other work or fill the spot.

#### 5. REFUNDS

- Zoe does not provide refunds for services that have been completed, As the payment covers her time, expertise, and any associated products used during the service. However, if you are dissatisfied with any aspect of the service please contact Zoe directly and she will try her utmost to resolve the problem.

#### 6. 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/ artificial 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.

#### 7. TRAVEL

- Travel is charged at 45p per mile.
- Travel is calculated via google maps.
- Car parking fees or congestion charges are too be covered by the client.

***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.***



