



— MAKEUP ARTIST • HAIR STYLIST • BEAUTY —

TERMS & CONDITIONS

It is the responsibility of the bride/client to make sure they are familiar with, understand and accept responsibility for all booking terms and conditions.

1. Minimum Booking Requirements

The minimum booking requirement for peak season weddings (May-end September) on Fridays, Saturdays and Sundays is x 3 people for hair and makeup or x 6 people for hair or makeup (including the bride and excluding flower girls).

2. Payments

• *Wedding dates*

Payment of £100 non-refundable booking fee is required immediately to secure your wedding date. This is then deducted from your final balance.

A date will not be held without a booking fee being paid and the requested date will still be open to other enquirers until such time as that non-refundable fee is paid.

You agree that by paying your non-refundable deposit you are agreeing and accepting Ella Megan's terms and conditions as laid out in this document.

Dates are given on a first come first served basis. If another enquiry comes through for your specified date a 24 hour issue will be sent to you by email giving you the first option to secure your booking through payment of the deposit.

Final remaining balances set out on your invoice are due one calendar month prior to your wedding date. Cash payments may be arranged if you prefer but you would need to agree this at the time of booking.

Failure to make payments within the specified timeframe may result in the cancelation of your booking and non-repayment of any deposit you have paid.

• *Trials*

Trial payments can be paid via cash on the trial date upon arrival or via bank transfer beforehand. There is no deposit for trials.

3. Travel Expenses

If travel fees are applicable you will be notified at the time of the booking. If unsure, please contact Ella Megan to clarify.

Toll and parking charges may apply and will be quoted accordingly and where necessary will be paid by cash on the day.

• *Destination Weddings/Events*

If you are booking Ella for a destination wedding outside the areas covered (see website) ground travel costs will

be required in addition to flights and accommodation for the night before the wedding/event and after if necessary. £100 day rate including for days travelling may be applied.

4. Special Requirements

Accommodation close to your wedding location may be required on the night before the event if journey time for Ella is over two hours one way, the start time is 6.00am or earlier or there are any foreseeable events that may cause delays to Ella's travel. This would be agreed with you in advance of the wedding.

If hair extensions are required for your bridal look, Ella is happy to recommend suppliers in whom she has confidence. These would be subject to separate charges agreed with the supplier of choice.

5. Assistant artists

Dependent on numbers in the bridal party and timings one or more assistant artists may be required.

The following circumstances may make this probable:

- More than 6 in the bridal party for hair and makeup (subject to timings)
- If the venue has access time constraints
- If the bridal party wishes for a later start time than Ella has specified

The fee to book an assistant artist for the day is £100 per assistant. Travel for the assistant on the wedding date is included in this fee.

If an assistant is needed for a trial, travel will be charged if necessary but the fee for the assistant's time is included in the price Ella has quoted.

6. Trials

Trials are offered only once a non-refundable deposit has been paid to secure your wedding date. Trials are usually held Monday-Thursday at a location convenient to you/ your bridal party. Subject to availability weekend trials may be possible during off peak season (excludes May – end September). Ella requires the bride to have a trial unless this is not possible for example due to time or travel constraints.

In the very unusual event that you or your bridal party are not satisfied after your trial, you are asked to contact Ella within 24 hours to discuss and to arrange a second trial (a travel fee would still apply). After this time, should you decide to have a second trial, this will be booked at full price. No refunds are given on work that has been carried out.

7. Cancellations or changes to the booking

• *You cancel or change the booking*

All changes to a booking can only be made by the bride/person who made the initial booking. Payment for work that has been carried out is non-refundable.

A minimum of 72 hours is required to make cancel or change the date of your trial booking. After this time you will be required to pay the fee quoted for the cancelled trial. Any subsequent trial will be subject to further payment.

In emergency situations, please call Ella without delay to discuss.

One calendar months' notice is required to notify Ella about any changes (by adding or reducing services) to your wedding booking. Additional services can only be accepted at this stage if time and staff resources allow and these will be added to the original event fee. Any reductions in service after this time will still be payable in full as per the original quotation.

If services are reduced to below Ella's minimum booking requirements (see point 1. above) at any time after the initial booking, Ella's minimum charges will still apply and you will be invoiced accordingly.

If you need to postpone or change the date of your wedding for reasons that are outside your control, Ella will seek to agree a new date with you subject to her availability.

In the unfortunate situation that your event is cancelled entirely within one month of the wedding, the minimum charge will still apply and you will be invoiced accordingly.

If the event is cancelled within 6 months of the date of the wedding, 50% of the minimum charge will apply.

• *Ella cancels or changes the booking*

In the rare event that Ella is unable to attend on the day for example due to illness, Ella will make every effort to find an alternative artist to stand in.

In the unlikely event that Ella is not able to find a replacement artist; monies (excluding money paid for work already carried out) will be fully refunded.

If an assisting artist (booked for larger parties, see above) is unable to attend, Ella may ask for an earlier start time to accommodate the size of the party or any services forfeited as a result will be refunded.

Ella reserves the right to cancel a booking following a trial without refunding the deposit in circumstances where the client is uncooperative, makes it difficult to carry out the work or is booked under false pretences i.e. for an event for a different purpose from that specified at the time of the booking.

Ella and her team reserve the right to refuse service to the client or other members of the party for but not limited to abusive and threatening behaviour. In such circumstances a refund is not payable.

• *Delays on the wedding day*

In the event that there are unforeseen delays on the day which are outside Ella's control for example due to clients being late/not ready when they are needed, through clients not following Ella's brief to enable her/assistant to carry out sufficient work or through other vendors being late refunds will not be given.

If you are aware of factors that may delay or hinder our journey to you please let us know as soon as possible so that we can factor this into our route and journey time.

If you suspect any member of your bridal party may pose challenges on the day, they are encouraged to have a trial to avoid potential delays.

8. Insurance

Ella and her assistants have full public liability insurance to protect both themselves and their clients.

We highly recommend that our brides/bookers have full wedding/event insurance to cover for unforeseen circumstances that are either outside your or Ella's control.

9. Products/sensitivities

Ella and her team ensure that all brushes, tools and makeup products are kept sanitary and are sanitised between each application.

The client must inform their makeup artist of any allergies/sensitivities/skin conditions before any services are carried out. This includes before/during the trial and afterwards if any sensitivities have been found.

Ella or her assistants cannot be held liable for sensitivities, allergies or skin/medical conditions that may affect the use of her products.

Discount will not be given if you decide to use your own products on the day. We also cannot be held responsible for the performance and/or longevity of these products.

10. Wedding morning preparation

To ensure you have the best possible day, Ella makes 15 minutes provision for setting up prior to the makeup/hair preparation start time. Ella brings her own professional chair/s but requires a table/flat surface to set up her equipment and working electrical sockets (hair only) and the bride/booker is required to ensure this is available at the venue. Good natural light in the room is preferable but the bride/booker can let Ella know beforehand if this isn't available and Ella will bring a ring light. The bridal party is advised to wear button down shirts or dressing downs during makeup and hair styling to avoid any damage to bridal attire.

11. Photography copyright

It is important that Ella continues to update her portfolio and social media so please do let us know if you don't wish to be photographed or if you prefer us not to use your wedding images for marketing purposes.

Ella and her team are happy to be photographed on your wedding day, however if an image that includes Ella or her makeup and styling is used in social media please share the love and tagging us @ella_megan_makeup_official

Thank you

BY PAYING A DEPOSIT FEE YOU ARE AGREEING AND ACCEPTING ELLA MEGAN MAKEUP ARTIST'S TERMS AND CONDITIONS STATED ABOVE.

www.ellameganmakeup.com | Instagram: @ella_megan_makeup_official
Facebook: www.facebook.com/ellameganmakeupartistmarbella/