



## **CLIENT BOOKING TERMS & CONDITIONS**

### **Booking**

- Upon responding to your initial enquiry, we can only keep your date held for 14 days. Formal reservation (via advance payment for trials) must be made by this point, or the date will be released for other clients.
- Any allergies/ sensitivities/ illnesses must be declared on your booking form.
- Any changes to the information provided on your original booking form must be declared.
- All timings relating to the booking will be supplied in advance. On the day, should the service need to be reduced to accommodate latecomers, refunds would not be due.
- Concerns with any part of the trial must be raised in advance of the wedding date, to enable any necessary amendments to be made, thereby ensuring 100% satisfaction.
- Re-trials if required are charged at the standard rate.
- In the highly unlikely event that a booked artist is unable to attend due to illness, every endeavour shall be made to arrange cover. If this is not possible, any trials taken shall not be returned, however the occasion date money shall be returned in full. (Please note we have never let a client down to date).
- Whilst trials are advisable, they are not compulsory. In the event of trials not being taken, a waiver form must be signed.
- Cancellations must be in writing (email) at least 10 days prior to the occasion date. If a booking is cancelled with less than 10 days' notice, the full amount would be payable.

### **Payment**

- Payments can be made by cash, card, BACS, or PayPal.
- You will receive a no-obligation quotation on letterheads once full info regarding your booking has been received. Payment for the bridal trial is required in advance. This forms a non-refundable booking fee as it allows us to formally reserve your date. For bridal party trials and beauty treatments, payment is required at time of taking.
- Your wedding date will be only be secured upon receipt of a completed, signed booking form, plus booking fee (20% of the total bill, which is deducted from the final balance). The booking fee is non-refundable and is due within 7 days of the trial.
- Payment of the outstanding balance is due no less than 10 days before the occasion date.
- Full payment must be made at the time of booking if there is less than 10 days' lead-time.
- Final numbers must be confirmed at least 10 days prior to the booking date. Additional services can be booked after this time, provided the schedule can accommodate this. If numbers reduce after this time, the charges stated on the invoice would still apply.
- A travel fee of £0.50 per mile will apply for travel to venues outside a 10 mile radius of the artist's home address. If this has not been declared, or the venue changes to outside this radius, a travel fee will still apply even if it is too late for the changes to appear on the invoice. This will increase to £0.63 per mile, per car, for venues beyond a 60 mile radius.