

# Terms and Conditions

## 1. General

The below sections set out the basis of the full agreement between you, the client, and Makeup By Lottie, the make-up artist and therefore it is essential that you read these fully. Should you have any queries please contact [hello@makeupbylottie.co.uk](mailto:hello@makeupbylottie.co.uk) before accepting. This contract is governed by the law of England and Wales. By proceeding to book, you are accepting these terms and they will be incorporated into your agreement.

## 2. Definitions

- a) **The Client:** the recipient of the services listed on the confirmation invoice.
- b) **The Agreement:** the contract that exists between the client and the assigned makeup artist and/or hair stylist for the agreed services and for the agreed fee.
- c) **The services:** the consultation appointments and make-up arranged under this agreement and provided for the set fee.
- d) **The fee:** the amount payable by the client to Makeup By Lottie for the services provided.
- e) **Final appointment:** the time set aside before the event whereby the services set out on the confirmation invoice will be provided to the client.
- f) **Balance Due Date:** the date on which all monies owed on this booking must be paid to Makeup By Lottie.

## 3. The Contract

- a) Until receipt of the deposit all bookings are provisional.
- b) The contract shall be between the client and Makeup By Lottie for the services set out on the confirmation invoice, for the fee detailed on the confirmation invoice and will be effective from the date of confirmation of booking.
- c) The client must indicate on their booking form their preferred method of contact for all issues relating to this booking, but not limited to those set out within this agreement.

## 4. Booking

### Making a booking.

Booking a makeup application can be made up to 1 day before if places are still available. Booking is fully secure upon email confirmation of payment of a deposit. All bookings made within 4 days of the scheduled appointment will require full payment to secure the date.

### Wedding Make-up Bookings

All Wedding makeup Bookings Require a 20% deposit to secure your reservation, and require a minimum of 6 weeks notice to cancel your booking, otherwise your deposit will be charged as a cancellation fee.

### Make-up Appointments

All makeup appointments require a minimum £5 deposit, and a minimum of 5 days to cancel or reschedule your booking, otherwise your deposit will be charged as a cancellation fee.

Charlotte Hadwen

**Makeup By Lottie**

4 Cecil Kidby House

Tunbridge Wells, TN2 4RR

07528146076

[hello@makeupbylottie.co.uk](mailto:hello@makeupbylottie.co.uk)

## **5. Payments by the client**

- a) The client must pay a deposit, unless otherwise agreed, to confirm the booking. Upon receipt of such payment, you will receive your confirmation invoice.
- b) The confirmation invoice will set out the balance due date by which date the fee specified must be paid. Failure to pay may result in action being taken to recover money owed.
- c) Should the client have any issues with payments, they must contact Makeup By Lottie as soon as reasonably practicable.
- d) Deposit payments can be made in the following forms: Bank transfer.
- e) Payments by bank transfer can only be made to Charlotte Hadwen – details available on request.

## **6. Services to be provided under this contract**

- a) Makeup By Lottie shall provide the services with reasonable care and skill following consultation with the client regarding their specific needs.
- b) Makeup By Lottie shall take all reasonable care to perform the services in a professional manner, to be polite and helpful to the client in the provision of the services.

## **7. Travel Expenses**

Due to the personal service provided, it will be necessary for your assigned make-up artist and/or hair stylist to travel to the location to provide the services. All efforts have been made to keep these costs to a minimum. Anything between 0 - 15 miles no extra charge, 15+ miles will incur a 0.50p per mile, all travel costs are calculated from TN2 4RR.

## **8. Responsibilities of the client**

- a) The client shall inform us of any issues that may affect the use of any equipment and or products at the time of booking. This includes but is not limited to sensitivities, allergies and medical conditions. Makeup By Lottie cannot be held liable for any losses that are incurred due to the client's failure to inform them of any known condition.
- b) The client shall inform Makeup By Lottie as soon as reasonably practicable but not less than 24 hours of any cancellations of consultations or appointments. Failure to provide the requisite notice will result in the relevant charges being added to your account.
- c) The client shall pay the deposit and the balance listed on the confirmation invoice by the due dates listed on their confirmation invoice. Failure to pay the deposit will result in the booking being released. The balance must be paid upon completion of the work at the final appointment. Failure to pay the balance at this time will result in action being taken to recover the money owed under the agreement and any costs incurred in this regard will be added onto the invoice.

## **9. Cancellations by Makeup By Lottie**

If for any reason we need to cancel the appointment we will refund you 100% of all payments.

## **10. Confidentiality**

All information provided by the client shall be treated with the requisite confidentiality and will only be available to Makeup By Lottie. Your personal details will not be made available to any other company without your express written agreement.

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