

## DEFINITIONS

**The Client:** The recipient of the service

**The Company:** Frances Moore HMUA

**The Agreement:** The agreement between the Client and the Company, confirmed by e-mail, for provision of the service

**The Trial Fee:** The amount payable by the Client to the Company for the service in the Agreement

**The Final Fee:** The amount payable by the Client to the Company for the service in the Agreement

**The Event:** The occasion for which the service has been agreed

**The Party:** Persons in addition to the Client requiring services at the Event  
**BOOKING WEDDING DAY MAKEUP/HAIR**

Event bookings are secured upon receipt of a £100 non-refundable deposit for bookings within the UK with the Company. For bookings outside of the UK a quote will be provided for the Company's services which will include details of the deposit payment. The deposit payment has to be made before a trial session. Receipt of a deposit payment confirms the Agreement and secures the Company's availability for the Event on the agreed date and time for the agreed Final Fee.

The deposit is deducted from the Final Fee due. Enquiries for which a deposit has not been paid are not confirmed and therefore availability cannot be guaranteed and an Agreement is not formally in place.

If the Client does not wish to book the service for the Event after a trial session and a deposit has been paid, then the Company will keep the deposit for loss of potential revenue.

The full cost of a booking is incurred if a cancellation is received less than 24 hours before the Event.

Cancellations are only deemed valid if received via e-mail.

The Final Fee is always agreed via e-mail, verbal agreements are not offered as they are not deemed valid by the Company.

The Company reserves the right to cancel special offers and rates at any time, with the exception of where an e-mailed Agreement is already in place with the Client.

## **BOOKING OTHER MAKEUP/HAIR/LESSONS**

Event bookings are secured upon e-mail confirmation from the Company. This confirms the Agreement and secures the Company's availability for the Event on the agreed date and time for the agreed Final Fee.

The full cost of a booking is incurred if a cancellation is received less than 24 hours before the Event.

Cancellations are only deemed valid if received via e-mail.

The Final Fee is always agreed via e-mail, verbal agreements are not offered as they are not deemed valid by the Company.

The Company reserves the right to cancel special offers and rates at any time, with the exception of where an e-mailed Agreement is already in place with the Client.

## **TRAVEL EXPENSES FOR BOOKINGS WITHIN MAINLAND UK**

Travel expenses are incurred for bookings within mainland UK for every mile outside a 20-mile road distance from postcode SO41 9HU to the venue where the service is to take place at a rate of 50p for every mile, this is based on the return journey.

Distances are calculated using an on-line journey planner and travel expenses will be agreed between the Company and Client as part of the Agreement.

If required, alternative methods of transport other than motor vehicles, such as rail or flight will be discussed and agreed with the Client during the booking process.

## ACCOMMODATION & SUBSISTENCE EXPENSES FOR BOOKINGS WITHIN MAINLAND UK

For a booking that requires the Company to start work prior to 7.00am and is over 50 miles from postcode SO41 9HU, accommodation expenses will be incurred. The Company will always endeavour to find the most cost-effective option.

£50 will be charged for subsistence for the Company for every 24 hours spent away from home for a booking.

This will be discussed and agreed between the Company and Client as part of the Agreement. EXPENSES FOR BOOKINGS OUTSIDE OF MAINLAND UK

For bookings outside of the mainland UK the following travel expenses are incurred:

Travel expenses to and/or from the UK airport. If travel to the airport is by car, 50p for every mile outside of a 20-mile road distance from postcode SO41 9HU is charged plus any car parking fees that are required. Distances are based on the return journey and are calculated using an on-line journey planner.

Return flights for the Company booked from/to convenient airports.

Return travel between the airport and accommodation at the destination as well as any additional travel required at the destination related to the Event.

£60 will be charged for subsistence for the Company for every 24 hours spent away from home for a booking.

For any journey to an airport that requires the Company to start travelling prior to 6.00am, additional accommodation expenses may be incurred.

The Company will always endeavour to find the most cost-effective option and all travel expenses will be agreed between the Company and Client as part of the Agreement.

## PAYMENT HAIR/MAKEUP

The Trial Fee for requested hair, and or makeup trials are to be paid by the Client either via cash or cheque on the confirmed date of the trial before work commences. A bank transfer is acceptable but has to be made during the trial process. Failure to provide payment will result in cancellation of both the trial and wedding day service.

An invoice for the balance of the Final Fee will be sent from the Company to the Client no less than 6 weeks before the date of the Event, unless the Event is in less than 6 week's time in which case it will be sent immediately after the booking has been secured.

Full payment of the balance of the Final Fee is required no less than 4 weeks before the Event, unless the Event is less than 4 weeks away in which case full payment is required to secure the booking. The only exception to this is where the Client has agreed with the Company to pay the Final Fee in cash on the day.

Payment can be accepted by cash, bank transfer or cheque (made payable to Frances Moore). Only cash is accepted for payments on the day of the Event if agreed by the Company.

For deposit payments by cheque and bank transfer, the booking is only confirmed once the cheque or bank transfer has cleared in the Company's bank account. Cheques can only be accepted for the balance Final Fee payment if received at least 4 weeks before the Event.

## CLIENT RESPONSIBILITY

It is the Client's responsibility to inform the Company of any potential issues such as but not limited to medical conditions, allergies and/or sensitivities. The Company cannot be held liable for any condition that arises or any loss incurred by the Client if the Client has not informed the Company of any known conditions as stated above, or of any conditions unknown to the Client at the time of the service.

The Company reserves the right to cancel the Agreement if the behaviour of the Client is deemed inappropriate and/or if the Client reports a condition that the Company deems a risk to the Client's health and well-being. In these cases any payments that have already been made by the Client for the service are non-refundable.

## COMPANY RESPONSIBILITY

The Company will always endeavour to honour the Agreement to the best of its ability.

There may be circumstances beyond the control of the Company where Frances is unwell, delayed or otherwise unavailable, sometimes at short notice. In such a case the Company will inform the Client at its earliest convenience and endeavour to make favourable alternative arrangements if possible.

The Company reserves the right to offer the Client compensation in the event that it is not able to honour the Agreement. This is entirely dependent on the circumstances and will be discussed openly and honestly with the Client.

## CANCELLATIONS

Bookings cancelled within 4 weeks of the wedding Event are non-refundable and the full Final Fee is required.

Bookings cancelled outside of 4 weeks of the wedding Event will have any paid Final Fee refunded, less the non-refundable deposit amount.

Cancellations received less than 24 hours before any Event will incur the full Final Fee for the service.

Cancellations for services booked where travel and/or accommodation expenses have been paid for by the Company and are non-refundable by the provider will incur the full reimbursement from the Client to the Company for the travel and/or accommodation costs paid.

Cancellations are only valid via e-mail, verbal cancellations are not accepted as they are not deemed valid by the Company.

## PHOTOGRAPHY & USE OF IMAGES

Photographic/video images of the Client, Party and/or Event will not be used by the Company in promotional material unless the Client's express permission has been granted.

## ADDITIONAL IMPORTANT DETAILS

Maximum time allocation for trials: The maximum time that Frances can spend on any one trial is 1.5 hours for a makeup or hair booking, or 3 hours for a makeup and hair booking. Any additional time required for trial sessions will have to be booked as a repeat trial.

Repeat trials: If a second makeup and/or hair trial are requested the same fee applies as for the first trial.

The Company accepts no responsibility if the Client has not verbalised, at any stage, any dissatisfaction in hair and or makeup design. It is up to the Client to tell the Company of any issues they have with either. No refund will be given if complaints are not explicitly expressed at the time. Emailed complaints after the event are not deemed adequate by the Company for any refund.

Client no shows or delays for trials. If the Client is sufficiently delayed/late for the agreed time of the trial (more than 30mins+) than the Company will rebook for a new trial at another convenient time. An email confirmation will be sent to the Client. If the Client is further delayed/late for a second time then the Company reserves the right to cancel both the trial and the Event with the Company retaining any deposits or payments already made.

Assistants: If the start time for a booking is amended to be later than in the initial Agreement, however the finish time is to remain the same; or if a booking is requested but is deemed by the Company not to be possible for one person due to time constraints an assistant can be booked for an additional £90 in total per booking.

Individual & full set lashes: Individual & full set eyelashes are included in the price for the makeup service, there is no reduction in price for any makeup service if they are declined.

Makeup/hairstyling services for younger members of the bridal party: Makeup services for members of the bridal party who are up to 10 years old are complimentary. This will only include lip gloss, blusher and shimmery eyeshadow application. If a more complete makeup service is required, the full bridesmaid's price will apply this is detailed in the 'Services' sections of the website.

Hairstyling services for members of the bridal party who are up to 10 years old are complimentary. This will only include plaits or loose waves with a plait up to 15 minutes of hairstyling per party member.

Hair extensions: If hair extensions are required for the chosen hairstyle they are charged at £70 to hire or £120 to purchase for 16" extensions, £140 for 18" to 20" and £150 for longer than 20". To hire extensions, full purchase price must be paid in advance; if the extensions are returned to

the Company's address within 6 weeks of the Event, the relevant Fee will be refunded back to the £70 hire cost. When returning extensions by post the Client should include their details to make it easy to establish who they are from. Extensions should be received back in the same condition and the Company reserves the right to withhold or amend the refunded amount based on its assessment of the condition of the returned extensions and the time taken for them to be returned.

*Additional attendees to bookings at the Company's address: If more than 2 people will be attending a booking in addition to the Client, the Company is to be informed at the booking stage to ensure everyone can be comfortably accommodated.*

**PLEASE NOTE THAT BY SECURING A BOOKING OR  
CONFIRMING A TRIAL THE CLIENT ACCEPTS THESE TERMS  
AND CONDITIONS**