

TERMS & CONDITIONS



CHANTELLE SMITH MUA
HAIR & MAKEUP ARTIST

CHANTELLE SMITH MUA

TERMS & CONDITIONS

All bookings are taken at the discretion of Chantelle Smith MUA. All agreements are made between the Client and Chantelle Smith MUA. Bookings are only secured once a **Booking Fee** has been paid and cleared. No provisional bookings will be taken at any time.

By paying the Booking Fee, all Clients **accept these Terms & Conditions** and commit to the payment schedule stipulated in their quotation and invoice.

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1. INTRODUCTION & ACCEPTANCE

- All bookings are at the discretion of Chantelle Smith MUA.
- Bookings are only secured once a Booking Fee has been paid and cleared. No provisional bookings will be taken.
- By paying the **Booking Fee**, the Client **accepts these Terms & Conditions** in full and agrees to the payment schedule outlined in their quotation and reservation invoice.
- It is the Client's responsibility to read the Terms & Conditions in their entirety.

2. DEFINITIONS

- **Client:** The person booking the service.
- **Artist:** Chantelle Smith MUA: The business providing services.
- **Team Member:** Any professional providing hair or makeup services under the Company.
- **Wedding:** The date for which services are booked.
- **Booking Fee:** Non-refundable fee required to secure the booking.
- **Agreement:** The contract between Chantelle Smith MUA and the Client, confirmed via email.
- **Bridal Party:** Any additional persons requiring services at the Event.

3. BOOKING PROCESS

- Enquiries via email, or website contact form.
- Quotes and availability confirmed via email; **verbal agreements are not valid.**
- A quote will be issued via email. **Verbal agreements are not valid.**
- Bookings are **only secured once the Booking Fee is paid and cleared.**
- Receipt of the Booking Fee will be confirmed by email.
- The Booking Fee **confirms the date and services booked.**
- Availability given in quotes is held for 48 hours only.
- All cancellations must be submitted **in writing via email.**

4. PAYMENTS

4.1 Wedding Bookings

- **Booking Fee:** £150 (or as per quotation). Secures your date and is **deducted from the final balance. Non-refundable and non-transferable.**
- **Final Payment:** Due 8 weeks prior to the wedding. Assistants are to be paid **separately 4 weeks prior to the wedding.**
- Failure to pay by the invoice date may result in **immediate cancellation**, with all previous payments retained and services not delivered until cleared.
- Once final payment is made, services cannot be reduced; numbers can only be increased.

5. Cancellations & Postponements

5.1 Client Cancellations

- The Client can cancel the wedding at any time. All cancellations must be submitted in writing via email and are only confirmed once a reply has been received from Chantelle Smith MUA.
- Once the Booking Fee has been paid and the contract signed, a cancellation fee applies. Serious illness, injury, or death are generally covered by wedding insurance.
- Cancellation fees are as follows:
 - **More than 16 weeks prior:** Booking Fee retained.
 - **Within 16 weeks:** 25% of total booking fee.
 - **Within 12 weeks:** 50% of total booking fee.
 - **Within 8 weeks:** 100% of total booking fee.
 - **Booking Fees are non-refundable and non-transferable.**

5.2 Client Postponements

- Postponements are **only allowed within 1 week of booking.**
- Any postponement requested **after 1 week is treated as a cancellation, and the Booking Fee is forfeited. A new booking and Booking Fee are required.**
- Postponements are subject to Chantelle Smith MUA availability.

5.3 Cancellations on Chantelle Smith MUA / Artist's Behalf

- In emergencies, illness, or unforeseen circumstances, every effort will be made to provide a replacement artist.
- If a replacement is not possible, **a full refund of monies paid will be issued.**
- No compensation is offered beyond this.
- If any behaviour from the Client or bridal party is abusive, Chantelle reserves the right to **terminate the booking without refund.**

6. Booking Changes

- services) must be emailed and confirmed by Chantelle.
- Wedding day numbers/services cannot be reduced after final payment.
- Additional services may be added at Chantelle's discretion.

7. Bridal Trial Bookings

- Trials are **recommended 2–4 months prior to the wedding.**
- Trials **are not offered in July and August (peak season).**
- Trials are held **Monday–Wednesday** at 10am or 1pm at the studio; Thursdays are occasionally available in spring and winter.
- Hair OR makeup trial: 1.5 hours. Hair AND makeup trial: 3 hours.
- Only one style can be trialled per session; additional trials incur extra fees.
- Strip/individual lashes included; **hair extensions not included (Client responsible for purchasing).**

7.1 Bridal Trial / Trial Waiver

- Bridal trials are recommended to confirm your hair and makeup style for the wedding day.
- If you choose **not to have a trial**, you must email confirmation stating this decision. By doing so, you accept full responsibility for approving your style on the day, and no refunds or changes can be made if you are unhappy.

8. Travel & Expenses

- Travel fee: £0.75 per mile outside Woking, calculated via Google Maps.
- Assistants' travel is calculated from their home postcode.
- Parking, congestion, emissions, and subsistence fees are **paid by the Client**.
- Accommodation may be required for venues - **1.30 hours drive**; to be agreed with Client.

9. Peak & Off-Peak Seasons

- **High Peak Season:** Monday–Sunday, June–September, and December. Minimum booking requirements apply for all artists.
- **Peak Season:** Fridays–Mondays, April–October, and December. Minimum booking requirements apply.
- **Off-Peak Season:** Mondays–Thursdays outside of the peak dates. Minimum booking requirements may still apply and will be confirmed in the client's quote.

Note: Bridal trial appointments are not available during High Peak Season (July–August), as these months are reserved exclusively for wedding day services.

10. Destination / International Weddings

- Reservation Fee: £200 per artist.
- Client responsible for **airport parking, flights, accommodation, food allowance, transfers**.
- Accommodation must be **suitable to the artist and within 15 minutes of the bride's location**.
- Travel days: £150 per day; subsistence: £30 per day.
- Final payment **12 weeks prior to the wedding**.

11. Minimum Booking Requirements & Assistants

- **Chantelle / each assistant:** Minimum 4 adult services per artist.
- Numbers cannot be reduced after booking; they may be increased.
- Exclusive bride-only bookings: Minimum £650.
- Hollywood Waves bookings: Counted as single bride minimum fee (£650).

12. Responsibility & Liability

12.1 Client Responsibility

- Inform of allergies, medical conditions, sensitivities. Failure may result in refusal of service **with no refund.**
- Provide suitable working space, electricity, light, and refreshments.
- Children and infants must be kept away from products and equipment.
- Clients must adhere to scheduled timings.

12.2 Chantelle Smith MUA Responsibility

- Will honour the Agreement to the best of their ability.
- Will not be liable for delays caused by guests, venues, or third parties.
- Acts are covered by Public Liability insurance.

12.3 Liability

- Chantelle Smith MUA is not liable for recommended suppliers.
- Not responsible for circumstances beyond their control (force majeure).

13. Photography & Use of Images

- Photos/videos may be taken for reference or marketing purposes.
- Client's consent will be requested; no names or identifying details shared without permission.

14. Final Agreement

By replying to the email sent by Chantelle Smith MUA, the Client **confirms that they have read, understood, and agree to all of the Terms & Conditions outlined above.**

Once the Client has replied confirming acceptance, Chantelle Smith MUA will issue a Booking Fee invoice. The Client's date will only be secured once the Booking Fee has been paid and cleared, at which point a confirmation email will be sent to the Client confirming that their wedding date has been secured.

*I, the client, hereby agree to the
Terms and Conditions outlined.*

The Client acknowledges that by replying to the email and subsequently paying the Booking Fee, they are entering into a legally binding agreement with Chantelle Smith MUA.