



### QUOTES AND PROMOTIONS:

1. Packages will only be applicable if the **FULL** amount due is paid **before** the promotional period ends. Makeup Matters will communicate promotional dates and deadlines.
2. Failure to pay the FULL amount before the promotional period ends will result in the forfeiture of the previous quote. A new quote will be drawn up for the booking. The previous booking fee will be put towards the new booking fee.
3. The booking fee is non-refundable. Any refunds based on cancellations will be calculated on the remaining 50% of the quote
4. Quotes not paid before annual increases will be subject to Makeup Matters new pricing irrespective of whether the Booking Fee is paid. Makeup Matters will inform you well in advance of the annual increase.

### BRIDAL BOOKING POLICIES:

1. Appointments will only be booked and diarized once the 50% Booking Fee has been paid and cleared into the Makeup Matters account
2. Wedding bookings require the remaining 50% to be paid 60 days before the day of booking.
3. Any bookings made within 60 days or less of the wedding date will require the **full amount** to secure the wedding date.
4. Flower girl fees are quoted at **age 10 and younger**. Should the flower girl be older than 10 years she will be charged as a bridesmaid rate.
5. Flower girl makeup is minimal. BB cream if necessary, blush, lipgloss/lipstick, and mascara if allowed. A soft sweep of glitter/shimmer on the eye can be included if requested, however, an eyeshadow look is not included in the fee. Should a full look be required this will be charged at a bridesmaids rate.
6. If a **bridal package** has been chosen, once the bridal trial consultation has been completed, the **full booking fee** is forfeited irrespective of whether you continue with your booking with Makeup Matters. This supersedes the below sliding scale.
7. Please note that no food or drinks are permitted in the immediate area where makeup is being done. This is to prevent any damage to the makeup.
8. Makeup Matters has the right to refuse service should the client be suffering from a skin or eye infection. The booking fee will not be refunded.
9. Trials are non-refundable. The trial amount will be deducted from any refund amount.
10. Failure to arrive within **15 minutes** of your booking time will result in the loss of the booking unless the client has communicated with Makeup Matters and an agreement has been reached. In addition, Makeup Matters will not be held responsible for any members of the bridal party arriving late and the subsequent repercussions of the late arrivals.
11. If a member of the bridal party is late, Makeup Matters will continue on with the booking schedule and accommodate the latecomer after all other services are complete. Makeup Matters will not be required to stay past the booking time to accommodate the latecomer.
12. In the event that a venue does not allow makeup or hair to start within the required timeframe provided by Makeup Matters the client will need to organize an alternative room.
13. A second artist will only be considered where there are 10 or more services being offered or if the ceremony start time is earlier than 11:00. This will be discussed with Makeup Matters and will be dependent on the services booked.

### CANCELLATIONS & POSTPONEMENTS:

1. In the event of a postponement or booking detail change - Makeup Matters will allow **one booking detail change** before additional admin fees of R300 occur.
2. In the event that a booking details change occurs within **the month of the booking** (this pertains to trials and any booking within the quote), a late penalty fee of R300 will incur. This fee will be required before the booking can commence
3. Any postponements to a new date that Makeup Matters cannot accommodate will be treated as a cancellation and refunded as per the below sliding scale.
4. Any **individual service cancellations** within the booking will result in a forfeiture of the

service fee once the deposit has been paid (i.e. cancellation of one hair). This is to safeguard our artists and their time.

5. Any cancellations that occur **after a postponement or booking change** will result in forfeiture of the full quote fee. This supercedes the below sliding scale.
6. Once the bridal trial consultation has been completed, the 50 % booking fee is forfeited irrespective of whether you continue with your booking with Makeup Matters. This supercedes the below sliding scale.
7. Cancellations or postponements for bookings are as follows:
  - Cancellations/postponements within 8 months or more of the wedding day – **80% refund** of the 50% booking fee.
  - Cancellation/postponements within 6 months of the wedding – **50% Refund**. In the event that the bride has only paid the 50% Booking fee this will be entirely forfeited,
  - Cancellation/postponements within 2 months or less of the wedding day – **No refund** of the FULL booking fee.
8. An admin fee of 20% of the booking amount will be deducted from the refund amount should any cancellations occur irrespective of their cancellation period

#### **FEES, PRICING AND TRAVEL:**

1. A standard call-out fee of R250.00 is applied to all bookings which require travel.
2. Venues outside of our **30km return radius** will be subject to travel pricing. These are currently charged at R8.00 per km as per the AA Rate.
3. Travel rates are subject to fluctuation and change per the petrol costs. This will be communicated via email.
4. Locations that are over a 250 km return radius will require accommodation. It is required to be on-site or within 20km of the venue. Please note that Makeup Matters will not share rooms with strangers due to safety concerns
5. Please note that in the event that your booking requires more than one artist, Makeup Matters artist will not share beds.
6. Please note travel to and from accommodation venues will also be at the cost of the bride.
7. Bookings further than 70 km return radius will require a minimum of three services or two individuals (ie two makeups or one hair and makeup and one makeup).
8. If additional artists are required, Makeup Matters will always try to schedule the bookings to accommodate one travel fee, however, if this is not possible, the client will be responsible for both artists travel fees.
9. Any booking that requires a second artist will incur a R300 admin fee. This is to help cover the cost of the artist's transport as well as the admin associated with a second artist.
10. Regret, no cheques will be accepted.

#### **TOUCH-UP KITS::**

1. Touch-up kits are included in the bridal makeup fee. The bridal touch-up kit includes the following: A lipstick sample, a powder sample, a wedge or puff, a blotting sheet and a wet wipe. Hair clips are included if the bride has her hair done with Makeup Matters. Any additional products can be added at a proportionate fee.
2. Touch-up kits can be added at a rate of R250.00 for the bridal party.

#### **LIABILITY:**

1. The client is to inform the Makeup Matters artist if any allergies, sensitivities or pre-existing conditions at booking/enquiry phase.
2. Makeup Matters will not be held liable for any reactions as a result of services rendered.
3. Makeup Matters will not issue any refunds in the event of any reactions as a result of services rendered.
4. Makeup Matters will not be held liable for any injuries caused during services.
5. In the event that a client alters their hair or makeup once the Makeup Matters artist has completed their service, the artist will not be responsible for fixing or adjusting the look. This includes lipstick and eyeliner application. Please speak to your artist should you have any requests to change or add to the look

#### **HEALTH & COVID-19 RESTRICTIONS:**

1. Please inform Makeup Matters of any flu-like symptoms prior to your booking. We will do our best to accommodate or reschedule the booking, however, Makeup Matters is under no legal obligation to honor the booking should you be in ill health.
2. Makeup Matters reserves the right to cancel the booking should the client fail to communicate and exhibit flu symptoms. The new booking will be at the cost of the client.
3. Makeup Matters will only refund postponed weddings as per the above sliding scale if gatherings are

prohibited by law. Should the client postpone due to personal preferences, Makeup Matters is not required to issue a refund should we not be able to accommodate the new date.

4. Makeup Matters reserves the right to withhold a 20% admin fee for any cancellations.

By signing below, you are acknowledging that you have read the bridal terms and conditions of Makeup Matters and agree to the above terms. Failure to comply with these terms will result in a loss of a booking or deposit. Makeup Matters will not be held responsible for any loss as a result of failing to adhere to the above terms. Signing below also gives Makeup Matters permission to use your photos on social media platforms and for advertising purposes:

DATE(S) OF BOOKING:

\_\_\_\_\_  
DATE(S) OF TRIAL OR ADDITIONAL SERVICES:

\_\_\_\_\_  
SIGNATURE: \_\_\_\_\_ DATE:

I \_\_\_\_\_ (NAME AND SURNAME) agree to the above terms and conditions stated by Makeup Matters and acknowledge that Makeup Matters will not be held liable for any losses should I not adhere to the terms and conditions.

