



QUOTES AND PROMOTIONS:

1. Promotional discounts and 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 will be non-refundable should the payment not be made before the promotional period ends.
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

BOOKING AND CANCELLATION POLICIES:

1. Appointments will only be booked and diarized once the 50% booking fee has been paid.
2. The remaining 50% is to be paid within 14 days before the booking.
3. Bookings made within 14 days or shorter before their booking require the full amount to secure the booking. Any cancellations will result in the loss of the full booking amount.
4. 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 booking party arriving late and the subsequent repercussions of the late arrivals.
5. If a member of the booking 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.
6. Any cancellation of promotional specials will result in a loss of the deposit regardless of when the cancellation occurs.
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. Please note that no children are to be in the immediate area where makeup is being done as this can affect the makeup application as well as damage may occur to the makeup products.
9. Makeup Matters has the right to refuse service should the client be suffering from a skin or eye infection. The service fee will not be refunded.

CANCELLATIONS & POSTPONEMENTS:

1. In the event of a postponement - Makeup Matters will allow one booking date change before additional admin fees of R300 occur.
2. If a postponement occurs within the month of the booking 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
4. Any individual service cancellations within the booking will result in forfeiture once the booking fee has been paid (ie cancellation of one hair). This is to safeguard our artists.
5. Cancellations or postponements for bookings are as follows:

- Cancellations/postponements within 6 months or more of the wedding day – **Full Refund** of Total quote
 - Cancellation/postponements within 4 months of the wedding – **50% Refund** of the total quote
 - Cancellation/postponements within 2 months of the wedding day – **20% Refund** of the total quote
 - Cancellation/postponements within 1 month of the wedding day – **No Refund** of the total quote
6. 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 40km return radius will be subject to different travel pricing. These are currently charged at R6.00 per km in accordance with the AA rates
3. Travel rates are subject to change and fluctuate in accordance to the petrol costs. This will be communicated via email
4. Bookings further than 60 km return radius will require a minimum of three services or two individuals (ie two makeups or one hair and makeup and one makeup)
5. Locations that are over a 250 km return radius will require accommodation. It is preferred to be on site or within 15km of the venue. Please note that Makeup Matters will not share rooms with strangers due to safety concerns.
6. Please note travel to and from accommodation venues will also be at the cost of the bride.
7. If additional artists are required, Makeup Matters will always try to schedule the bookings to accommodate one travel fee, however in the event that this is not possible, the client will be responsible for both artists' full travel fees.
8. Any booking that requires a second artist will incur a R300 admin fee. This is to help cover the cost of the artist transport to convoy as well as the admin associated with a second artist.
9. Discounts or promotions will not be valid for travel fees.

TRIALS & TOUCH UP KITS

1. Trial prices are quoted for one trial consultation only. Any further trial consultations will incur an additional fee.
2. It is recommended that you only have ONE additional person at the trial to avoid conflict.
3. Trial fees are non-refundable and will be deducted from any refund fees.
4. Touch-up kits can be added at a proportionate fee.

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 honour 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 in the event that 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 to 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.

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.

SIGNATURE: _____ DATE: _____