

TERMS & CONDITIONS

These terms and conditions apply to all makeup services provided by Makeup by Holly Mae.

Upon making a booking with Holly, you agree to the following terms & conditions.

SERVICES:

The type of services, number of services, date and location of services provided are agreed to by both parties as stated by in the agreed upon written quote. The Client must notify Holly as soon as possible of any additional services required on the date. Holly reserves the right to refuse the provision of services which are additional to those specified in the quote and not agreed to prior to the date of service.

BOOKINGS:

Bookings can only be made a minimum of 24 hours in advance, and a maximum of 24 months in advance. There will be an additional charge of £20 for 'out of hour' bookings made before 6.00am. This time includes when Holly will need to set off to travel to the booking. For Sunday and Bank Holiday bookings, there will be an additional charge of £50. If the wedding location is over a 1 hour drive away, there is a minimum number of 4 people required for the booking (Bride plus 3 adults).

DEPOSITS:

All makeup services provided by Holly require a non-refundable deposit and non-transferable deposit in order to secure your booking. The deposit amount is stated in the quote by Holly. Payment of the deposit must be made as soon as possible. If you do not pay the deposit for your wedding within 48 hours of your booking request, your wedding day may not be held for you and will be available for other brides. This may result in the possible loss of your booking. The deposit made is then taken from the total service price and the remaining balance is due 24 hours before the wedding. All deposits are Non-refundable & Non-transferable.

PAYMENT:

Once the deposit has been secured, proof of transaction is required to be sent to Holly, then to be confirmed once received. The person responsible for the entire balance of the payment is the person who has agreed to the Terms & Conditions. Full payment of services is to be made via bank transfer 24 hours prior to the service or in cash in full on the day of service and prior to service commencement. Failure to pay the total balance, Holly has the right to refuse to carry out services and legal action may be taken.

TRAVEL:

As Holly is a freelance Makeup Artist, there may be a small travel fee applied to your booking. Mileage is included within a 10 mile radius of S17, Sheffield. Holly will happily travel further afield to your location, but please note there will be a charge of 40p per additional mile, based on a return journey. This additional travel fee will be added to your quote upon booking. If the location of the service changes after the agreed upon quotation is given and/or deposit is paid, Holly reserves the right to adjust the travel fee if the distance is increased. Where parking or toll fees or may be incurred, the amount will be added to the final bill and due for payment on the day of the event.

CANCELLATIONS:

If for any reason your wedding is cancelled or rearranged, please let Holly know as soon as possible. If you cancel your appointment at any time, unfortunately your deposit is non-refundable, meaning that you will not receive this back. Deposits are also non-transferrable to future bookings if you wish to rearrange the date of the booking. However, Holly will allow deposits to be transferred in cases such as: Severe Illness/Death in the family or COVID-19 restrictions. There is 30 day cancellation period for all wedding bookings, if you cannot make your booking, please advise Holly as soon as possible. Cancellations made less than 30 days prior to the booking will require 50% of the remaining balance to be paid. Cancellations made less than 7 days prior to the booking will require 100% of the remaining balance to be paid to Holly as soon as possible. In the unlikely event that Holly is unable to make your wedding appointment due to an emergency, severe illness or acts of God (extreme weather or road accidents), she will try to find you an alternative makeup artist who is highly recommended and 100% of money paid will be refunded.

COVID-19

If your wedding is postponed due to COVID-19, either by your venue, or government guidelines, your booking deposit will be transferrable to your new date if Holly is available. This is subject to Holly's availability so please make her aware of any other potential dates at the point of booking.

If you decide to postpone your wedding and a new date has been booked, if Holly is not available, any money paid will be forfeited. In this situation Holly will endeavour to find an equally skilled makeup artist that is available for your new date. In the event of a complete cancellation due to COVID-19 restrictions, you will receive your money back. However, all booking fees and charges for work done (deposit, trials + admin) will be retained by Holly. If Holly is unable to attend your wedding day due to having symptoms of COVID-19 and the need to self-isolate, she will endeavour to find a makeup artist to act as replacement. If an alternative makeup artist is not an option, the client will receive a refund of 100% of money paid.

SUPPLIES AND EQUIPMENT:

When performing the services, Holly will use her own supplies and equipment. You must have an available power supply if requested, adequate natural lighting, and clean and safe conditions for Holly to work in. If Holly deems that the environment is not of an adequate sanitary or safety standards to work in, she reserves the right to refuse services and the deposit will not be refunded or transferable.

LIABILITY:

All makeup brushes and products are kept sanitary and are sanitised between every makeup application. You are required to notify Holly prior to any scheduled bookings, including trials, of any information relevant to allergies, health conditions, sicknesses/infections, skin conditions, medical and/or sensitivity issues. This is to ensure that any known reactions are prevented. The bride is also responsible to inform Holly of any skin allergies/sensitivities that the bridal party may have. Please note that any contagious sicknesses/infections such as conjunctivitis, cold sores or the flu - makeup services cannot and will not be performed under any circumstances with these conditions. Holly will not fall responsible in the unlikely event that any reactions will occur. Holly is not responsible for any claim, loss, damage or injury to any person or property arising, either directly or indirectly, from Holly's performance. Holly is not liable for any assisting makeup artists that she recommends. Any assisting makeup artists will be required to have the relevant insurance. Holly is fully qualified and has public liability insurance.

IMAGE USE:

Holly may photograph you at your consultation and wedding day. These images will be used for social media use and Holly's portfolio. Please state if you would not like any photos taken/used for marketing.