

Information, Terms and Conditions 2017/2018

Tina is very busy, therefore, clients are advised to follow the terms and conditions set out below.

To avoid disappointment it is recommended that the booking is made as soon as the client knows the date of the occasion, (this can be up to 2 years before the event.) Trials are usually performed 2 - 3 months prior to the occasion. Please check with Tina for availability prior to paying for a deposit by filling in an enquiry form. Once you are happy with the quote, please then pay your deposit via the link Tina sends you. (How much will depend on the number of ladies requiring make-up).

When you book Tina you are safe in the knowledge that you are booking a Professional make-up artist. Similar to a Photographer, the time Tina spends on one client is not just the couple of hours spent on the make-up trial and on the wedding day/occasion. Tina spends on average 4 hours per client minimum, (this includes phone-calls, e-mails and messages, research and feedback.)

Quotes and packages are bespoke to suit the clients requirements and needs.

1. Deposits and Payment:

Immediate payment of a non refundable and non-transferable deposit of £100 is required, (£25 for each consecutive lady after that. For special occasion make-up and make-up lessons a deposit of £50 is required.) Without a deposit the booking will not be secured. Payment of the deposit must be sent after filling in the enquiry form, via Tina's website. Tina will send you a link to pay via PayPal. Alternatively, if you prefer to pay the deposit via BACS then contact Tina and she will send you her bank details. Please make sure you use your name as a reference when paying via this method and notify Tina when you have made the payment.

Please note - The deposit may increase if travel is added, (Tina will notify you how much the deposit will be.) All payment balances for the make-up trial and wedding day/occasion make-ups are payable in full on the make-up trial please. Exact cash or

card only please.

2. Make-up Trials (at Tina's makeup studio) - £125

This includes research prior to the trial, skin preparation, make-up application with false eyelashes, before and after photograph and a personalised face chart/product list.

Tina will not undertake any bridal bookings without a trial beforehand, as it is too important. Trials need to be booked no later than 2 months prior to the wedding date. It is not usually advisable to have your trial sooner than 2-3 months prior to the wedding day.

All make-up trials are undertaken at Tina's make-up studio - 1 Maple Grove, Healing, DN41 7NJ. Please allow 1 hour per person.

Please note - Tina works on a one-to-one basis only, (this means Tina and the client only during the session.)

Please try not to be afraid of trying false eyelashes, Tina offers these as standard. They give the eyes more definition and always enhance beautifully. They will not damage your own lashes and look very natural. There is a pair to suit everyone at any age! You will be advised to purchase any necessary items for touch-ups after the trial, (available online.) You are not under any obligation to purchase anything and Tina is not affiliated with any brand or sells any products.

Should anyone else require a trial Tina offers these at a discounted rate once you have booked. These are charged at £95 each for an hour.

Tina reserves the right to cancel a client's wedding day booking following a make-up trial without a refund of the deposit, in circumstances where there is a mismatch in styles, approach, expectations and/or the client is uncooperative or makes Tina feel uncomfortable. In such circumstances Tina will contact the client by telephone within 24 hours of the trial and then confirm this via e-mail.

3. Wedding Day/Special Occasion/Prom Make-up Prices:

The pricing guide is as follows, however, each booking is different so a personalised quote is worked out for each client, once all information is obtained.

Wedding Day

1st lady (Bride) - £125 (includes false eyelashes)

2nd lady - £95 (includes false eyelashes)

3rd lady - £85 (includes false eyelashes)

4th lady - £80

5th lady - £75

6th lady - £70

Each lady after will be charged at £60.

Any extra false lashes required are charged at £15 per set.

Flower girls aged 12 - 16 £30. Any age under that are complimentary.

Please Note: Tina always likes to re-touch the Bride's make-up prior to leaving, however, should any of the rest of the wedding party require this service then please advise Tina and she will add this service to your quote, as this is not complimentary. Touch-up items are best purchased for this prior to the occasion, (this is where a make-up trial is advisable beforehand.)

Special Occasion make-up and Prom makeup - £125

Please note - Travel may be added to your quote and worked out as in time, (the time it takes to get to and from your location.)

Make-up lessons - (1 hour.) £150

This includes research prior to the lesson and any e-mails, before and after photograph, skin preparation, step-by-step lesson including foundation application right through to lipstick application plus a personalised step-by-step make-up procedure.

Tina reserves the right to increase prices.

4. Right to Cancel:

Note: If you have requested that work/services to be done immediately you may lose your right to cancel.

You have the right to cancel this contract within 14 days without giving any reason under the Consumer Contracts Regulations 2013.

The cancellation period will expire after 14 days from the day of payment of the deposit or when the trial make-up appointment has taken place, whichever is the sooner. The deposit also becomes non refundable if a trial make-up appointment or work/service has taken place within the 14 days from the day of payment of the deposit.

Any request for work to be done before the 14 days has expired must be in writing. You will be liable to pay reasonable costs of any work carried out.

If you cancel after the expiry date of the 14 day period you will be liable to pay the full amount of the contract, as the supplier will suffer loss of earnings and may not be able to find alternative work of similar value. The deposit becomes non refundable after this period.

To exercise the right to cancel, you must inform me (Tina Brocklebank, 1 Maple Grove, Healing DN41 7NJ, 07866 138537) of your decision to cancel this contract by a clear statement (e.g. a letter by post, fax or email). You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

If make-up trials are not booked in prior to the wedding date, Tina reserves the right to cancel your booking and keep any money paid. Special consideration will be given for unforeseen circumstances. All cancellations must be made in writing by the named

person on the booking form.

If a client cancels a booking after a make-up trial then Tina reserves the right to decline to work for any additional clients of such wedding party on the wedding day, in such circumstances there will be no refund of the deposit.

5. Effects of Cancellation:

If you cancel this contract, within 14 days we will reimburse to you all payments received from you.

We may make a deduction from the reimbursement for the value of services supplied.

If cancellation is after the 14 days and before 2 months of the wedding date then 75% of contract quote minus any work/services/deposit will be paid.

If cancellation is less than 2 months before wedding date then 50% of contract quote minus any work/services/deposit will be paid.

If cancellation is less than 1 month before wedding date then 25% of contract quote minus any work/services/deposit will be paid.

We will make the reimbursement without undue delay, and not later than -

(a) 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Cancellation Form

To: Tina Brocklebank, 1 Maple Grove, Healing, Grimsby, NE Lincolnshire DN41 7NJ

I/We [*] hereby give notice that I/We cancel my/our need for the supply of the following service:

Ordered on:

Name of Consumer:

Address of Consumer:

.....

.....

Signature of Consumer:

Date:

[*] Delete as appropriate

6. Wedding Date Changes:

Tina will endeavour to accommodate any date/time changes you may have, (due to unforeseen circumstances.) Tina is very busy and this is not always possible. Therefore, if this does happen and Tina cannot accommodate, due to another booking, the date will be classed as a cancellation and the cancellation terms and conditions in Clause 4 will apply.

7. Illness, Incident or Adverse Weather Conditions:

In the unlikely event that Tina is not able to attend the wedding date she will forward to you, via e-mail, comprehensive and detailed notes of your make-up trial plus any photos that may have been taken at your make-up trial. Tina will offer a 100% refund in this instance.

8. Travel:

Tina is able to travel nationwide and travel costs by car are included in the price of the booking when quoted, however, if any other travel costs, accommodation, expenses, parking costs have to be taken, paid or booked then the cost of these must be covered by the client. Due to Tina being in high demand, travel is worked out on a time basis as Tina can undertake packages up to 10 ladies in one wedding. Travel costs will be calculated in relation to the time it takes to travel to and from an appointment. Travel costs are personalised to each client.

9. Make-up Artist Obligations:

Tina will perform the services promptly and professionally on the date and time agreed.

Tina will use professional materials and sanitation practices.

10. Health and Safety:

If Tina is uncomfortable in anyway or mistreated, or if at any time during an appointment anyone becomes abusive/violent or displays any offensive behaviour, Tina has the right to cancel the contract without refund. Tina will not work where anyone is smoking.

11. Bride/Client Obligations:

Bride/client agrees to inform Tina of any allergies or reactions prior to or after any make-up application(s). Also they must inform Tina of any reactions/ sensitivities/ contra-indications that they are aware of. If no known allergies are stated then Tina cannot be held liable for any reactions, injuries, losses, damage, costs, claims and actions that may occur to the Bride/client/any member of their party.

Bride/client understands and agrees that if after booking there are any decreases to the amount of ladies booked for the day, their deposits are non-refundable and non-transferable.

Bride/client agrees to Tina working in a smoke-free environment and all make-up chair requirements, (see below.)

Bride/client agrees that if they use any image incorporating Tina's make-up design on the internet or on any other advertisement that they will ensure that reference is made as Tina as the Make-up artist.

Bride/client accepts and understands that if they agree to have their before/after photograph taken that Tina reserves the right to use any such image on social networking sites and also on Tina's website for promotional purposes.

Bride/client agrees that if they would like Tina to provide and apply false eyelashes, (not included in the quote), that there will be a charge of £15 per set and a charge of £5 if the client provides their own set of false eyelashes to be applied by Tina. For clients who do not have a trial beforehand, please remember make-up touch ups are not complimentary on the day.

12. Limitation on Liability:

Bride/client agrees not to hold Tina responsible for any allergic reactions developed as a result of the make-up application, that may occur. Neither party will be held liable for any losses for breach of contract unless such losses are a foreseeable consequence of the breach.

Make-up chair requirements:

To ensure Tina carries out an efficient and professional make-up service, please ensure the following is adhered to prior to/whilst sitting in the make-up chair. Time is of the essence on the wedding day.

Prior to having your make-up applied, please ensure you are prepared to sit still for about half an hour and do not need to leave the make-up chair whilst Tina is applying your make-up for you.

Please ensure teeth are cleaned, you have been to the toilet and contact lenses are applied, (if applicable), before sitting in the make-up chair.

Please ensure you are make-up free, (Tina will prep your skin for you.)

Please ensure you have already eaten prior to sitting in the make-up chair. Make-up touch-ups are not complimentary after make-up is applied, (apart from the Bride.) No food or drink is allowed whilst in the make-up chair. Tina advises using a drinking straw after make-up is applied.

No smoking whilst in the make-up chair please. Tina works on a no-smoking policy in the surrounding area too, and will not work if people are smoking around her.

Please do not sit any children/babies/animals on your lap whilst having your make-up applied.

Please ensure you do not use your mobile phone or any device, whilst in the make-up chair. It is also helpful if you could refrain from talking/moving too much if you can.

Please ensure you have purchased the necessary touch-up items prior to the actual occasion, that Tina recommended on your make-up trial.

Please respect Tina's privacy when it comes to taking her photograph, as Tina would be in "work-mode"! She would like to politely decline from having her photograph

Tina Brocklebank

make-up artist

taken at any time. Please make sure you inform your photographer prior to the wedding day/occasion to prevent any awkwardness.

Thank-you for your cooperation and understanding.