

TERMS AND CONDITIONS 2024-25

Please take a moment to read over my TC's and make sure you are happy to agree to all of the points listed. Minimum spend is £110.00. By paying a deposit and booking with me you are agreeing to my TC's,

1. Deposits, Payments & Booking

Bookings

Bookings are to be made via the contacts page on the website and continued correspondence is made by email. All communication & payments are to be made with whoever completes the form. Please add info@terripacemakeup.com & terripacemakeup@gmail.com to your contacts list to ensure no emails go into spam or junk files.

Wedding Deposits

- £20 deposit is taken to reserve your trial date. Once paid your date is secured in my diary and I will make myself unavailable to any other potential clients enquiring about your date.
- £50 deposit is taken to reserve your wedding date. Once paid your date is secured in my diary and I will make myself unavailable to any other potential clients enquiring about your date.
- Weddings are booked on a first come first served basis, therefore without a deposit your date is not secure. All deposits are non refundable but will be deducted from the final balance of your booking.
- A minimum wedding day spend will apply for certain times or distances and if additional artists are required. Your trial is not included in the minimum wedding day spend.

Wedding Payments

- Payments are to be made via Bank Transfer to my Monzo business account on the invoice supplied.
- The balance of your trial is due 7 days prior to your trial date. The next payment of 50% of your wedding day balance is due within 7 days after your trial. The final balance is due 30 days before your wedding date.
- For weddings less than 30 days after your trial, the final balance will be due immediately.
- Payment reminder will be sent via email if a payment is overdue.
- If a payment is not made by the due date I reserve the right to cancel your booking.
- If any services are added to your booking last minute you will receive an additional invoice and the payment will be due immediately.

Occasions, Shoots & Tuition

- £50 deposit is taken to reserve your date.
- Once paid your date is secured in my diary and I will make myself unavailable to any other potential clients enquiring about this date, therefore deposits are non refundable but will be deducted from the final balance of your booking.
- The remaining balance is due 14 days before the event.
- For appointments less than 30 days the final balance will be due immediately.

2. Additional charges

- Transport for London / Rail / Taxi (for rural areas) costs will be added to the invoice.
- An unsocial hours fee will be added to bookings that require myself and any other artists to arrive before 6am.
- If required, additional overnight stay will be added to the invoice.
- I will inform you of any additional charges during the booking process.

3. Cancellations & postponements

Wedding day cancellations

- In the unfortunate event that you have to cancel your booking, your deposit is non refundable. Deposits are taken to cover my admin time and potential losses due to turning away other bookings on your reserved date.
- Any trials or services already carried out will not be refunded.
- For bookings cancelled less than 30 days before the event, the payment will still be due in full.
- For bookings cancelled less than 90 days before the event, 50% of the payment will be due. Any payments made before the cancellation date are non refundable.
- In the unlikely event that I have to cancel your booking, I will endeavour to find a suitable replacement. In the very unlikely event that I am unable to find a replacement, a full refund will be issued for any services not carried out.
- Should you wish to cancel your booking after your trial, the cost of the trial and deposit payment will not be refunded.
- I reserve the right to cancel your booking without notice in the event of abusive or inappropriate behaviour and in this instance no refunds will be made.

Wedding day service cancellations

At your trial we will discuss the number of services you require for you and your bridal party. I will create a schedule after the trial and potentially hire additional artists based on this number.

- For bookings with just myself and no additional artists, if you wish to cancel any services more than 12 weeks before your wedding date, you can do so, as long as the minimum spend is still met. If it is less than 12 weeks before your wedding date you will still be required to pay for the cancelled services in full.
- For bookings that require additional artists, if you wish to cancel any services less than 90 days before your wedding date, you will still be required to pay for the cancelled services in full.
- I understand that things can change so am happy for another person to take the service to make things work for both of us.

- Should you wish to cancel any services within the required cancellation time and in the event that this will result in the minimum spend not being met, the outstanding amount will be due in full.

Wedding day date changes

- Should you for any reason have to move your date, I will do my absolute best to accommodate your new date. A second deposit will be required and the deposit for your original date is non refundable as it will go towards compensation for potential losses due to turning away other bookings for your previous date.
- If I am not available for your new date, deposits and costs for any trials that have already been carried out are non refundable. I will do my best to help you to find a suitable replacement.

4. Client & artist expectations

- I will always arrive with a clean and sanitised kit and I will carry out services hygienically and to the best of my ability.
- Any changes to my prices that occur after you have secured your booking with me will not affect you and I will honour your quote.
- It is the clients responsibility to inform me of any potential issues such as but not limited to medical conditions, allergies, and/or sensitivities prior to the event. I cannot be held liable for any condition that arises or loss incurred if the client has not informed me of any known conditions as stated above, or of any conditions unknown to the client at the time of the service.
- I have the right to refuse my services on anyone I deem to be a hygiene/health risk.

5. Additional important information

- Bridal trials can last up to 2 hours for makeup and 3 hours for hair and makeup. Any additional time will be charged at £50 per hour.
- If a second trial is requested the same fees apply as the first trial.
- Should you require myself and/or my team to change location during the getting ready process on your wedding day, a fee will be charged per artist and extra time will need to be added to the schedule.
- I will often post photos and videos that I take of my clients on my social media and website to promote my work. If you would rather I didn't show your face please let me know.
- Professional photography - Terri will ask for permission to obtain images to be used on social media and her website.
- Insurance - All artists working under Terri Pace have full public liability insurance (£5M) to protect both themselves and the client. No cover for tweezing of brows, therefore Terri will not remove hair.
- My timings are carefully considered and drawn on from my experience in the industry. I want you to have an enjoyable and calm experience as well as the time to create a beautiful look for you to the best of my ability.