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# TERMS & CONDITIONS

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**Please read the below terms & conditions carefully.**

**Upon reading the below and paying a retainer fee you are hereby agreeing to the terms and conditions enforced by Claire Salter.**

**[www.clairealtermakeup.co.uk](http://www.clairealtermakeup.co.uk)**

## DEFINITIONS

- **THE CLIENT:** THE RECIPIENT MAKING THE ORIGINAL ENQUIRY/BOOKING.
- **THE STYLIST:** CLAIRE SALTER MAKE UP ARTIST AND HAIR STYLIST.
- **THE AGREEMENT:** THE BOOKING THAT EXISTS BETWEEN THE CLIENT AND CLAIRE SALTER.
- **THE RETAINER FEE:** A NON REFUNDABLE FEE PAID TO SECURE THE CHOSEN DATE OF THE CLIENT.
- **THE TRIAL FEE:** A FEE PAYABLE BY THE CLIENT TO CLAIRE SALTER FOR SERVICES RENDERED AT THE TRIAL.
- **THE BALANCE:** THE TOTAL SUM PAYABLE BY THE CLIENT TO CLAIRE SALTER FOR SERVICES RENDERED.

## INITIAL CONTACT

The initial contact can be made by the client via email or telephone, thereafter an email response will be sent to the client acknowledging the enquiry.

Relevant details will then be sent to the client via email to further the booking procedures should the stylist be available for the clients chosen date.

## RETAINER FEE

A retainer fee of £80.00 will be required to secure the clients chosen date.

This fee regrettably is non refundable due to the fact that your chosen date will be secured in the stylists diary and no longer available for further enquiries.

## TRIAL

A trial can be booked anytime after the initial enquiry.

The trial will take place on a date, time and location that is mutually convenient for both the client and the stylist.

Weekend trials may be postponed by the stylist should a wedding enquiry come in for the same date.

The client has the right to postpone a trial due to unforeseen circumstances.

Upon completion of the clients trial reference photograph's will be taken, these photograph's will NOT be used on any social media web sites or sent to any third party's without prior permission from the client.

All products used at the trial will be documented by the stylist for reference and for referral on the date of the wedding.

Claire Salter must be notified at the trial of any allergies, medical issues or sensitivities prior to make up application and hair styling.

The stylist can not be held liable for any losses incurred due to the client's failure to inform the stylist beforehand of any allergies, medical issues or sensitivities.

### **PAYMENTS**

Upon completion of a successful trial Claire Salter requires 50% of the total sum minus the £80.00 retainer fee.

Thereafter the client has a 7day grace period should they wish to cancel the booking.

Should the client chose to cancel the booking within the 7days grace period they will be refunded the 50% fee minus the retainer and trial fee.

If after 7 days Claire Salter has not been informed by the client they wish to cancel the booking the 50% fee will not be refunded.

Any additional work carried out on the day of the wedding must be paid in cash.

### **CANCELLATIONS AND CHANGES TO A BOOKING**

The cancellation or changing of a booking must be made by the bride or person responsible for making the initial booking.

Cancellations and changes to a booking will NOT be accepted via a third party.

All correspondence via a third party wishing to cancel or change a booking will be referred back to the bride or person responsible for making the initial contact/booking.

In the unlikely event that Claire Salter has to cancel a booking due to ill health or unforeseen circumstances a suitable stylist will be sourced to complete the booking.

If Claire Salter is unable to find a suitable replacement for herself a full refund including the retainer fee and trial fee will be refunded.

### **INSURANCE**

Claire Salter is fully insured by ABT underwritten by Zurich Insurance PLC

6 million public and personal liability

Personal wedding insurance can be obtained via several web sites

<http://www.moneysupermarket.com/wedding-insurance/>

