



LYNDSEY MARIE  
BEAUTY STUDIO

# TERMS & CONDITIONS 2024-2025

# Terms and Conditions

Please take the time to read through the Terms & Conditions

By payment of your deposit, you are agreeing to my following terms & conditions and entering into a contract. Please check every detail of the T&C's to understand the process and avoid any kind of misunderstanding.

The Client is engaging the services of by Lyndsey Marie and accepts the booking, subject to these Terms & Conditions, and the contents of the invoice, which constitute the entire agreement between us ("the Agreement").

## **1. DEPOSITS**

- (a) A non-refundable, non-transferable £100 deposit that provisionally holds your wedding date exclusively for you with Lyndsey Marie Makeup Artist.
- (b) The deposit is due 48 hours from the invoice request being sent. In the event this doesn't happen, our services may be withdrawn and your date may be released.
- (c) The deposit is then deducted from the final balance of your wedding.
- (d) Your booking isn't secure until we have received your deposit in full and have been notified that the deposit has been sent and you have read and understood these terms & conditions.

## **2. DEFINITIONS**

- (a) The Client: Refers to the recipient of the service and name listed on the booking form.
- (b) The Makeup Artist: Refers to Lyndsey Marie Makeup Artist.
- (c) The Agreed Artist: Refers to the artist from Lyndsey Marie that has been booked by the Client to complete the agreed makeup services.
- (d) The Booking: Refers to the agreement between the Client and the Makeup Artist confirmed by e-mail, for provision of the service.
- (e) Fee: Refers to the amount payable by the Client to the Makeup Artist for the services listed on the invoice.
- (f) Event: Refers to the occasion and location for which the service has been agreed.
- (g) Event Date: Refers to the date for which the service has been agreed.
- (h) Party: Refers to the persons in addition to the Client requiring services at the Event.

## **3. SECURING YOUR BOOKING**

- (a) Lyndsey Marie Makeup Artist will accept and acknowledge a booking from the Client upon receipt of the reservation fee payment.
- (b) After acceptance of the Booking, and prior to the services being performed, Lyndsey Marie Makeup Artist will provide a Confirmation of Booking and Invoice to the Client by email.
- (c) By proceeding to secure the Booking by way of paying a reservation fee, the Client accepts that they are entering into a contract and agree to be bound by the conditions outlined below.
- (d) The booking is only reserved once the Client has paid a non-refundable reservation fee.
- (e) The reservation fee secures the Makeup Artist for the Event on the Event Date, the number of people in the Party as agreed on the Client's quote, and includes the processing of the booking.
- (f) The Makeup Artist will accommodate changes where possible once the Client's reservation fee has been paid.
- (g) Any changes to the Booking must be communicated by the Client to Lyndsey Marie Makeup Artist and the Agreed Artist prior to the Event so that the necessary amendments can be made to the invoice. Please note that the cancellation of individual services or clients is not permitted **six months** or under. We book based on the information you have previously provided and we create a schedule based on the information given, therefore if the number of services decreases you will be charged for the original agreed numbers

#### **4. PAYMENT**

- (a) The reservation fee is to be paid via online bank transfer to Lyndsey Marie Makeup Artist.
- (b) The reservation fee is non-refundable but redeemable against the Event day balance (not redeemable against the pre-wedding trial).
- (c) Payment for the Event day services must be made no later than 2 weeks in advance of the Event Date via online bank transfer to Lyndsey Marie Makeup Artist.
- (d) No BACs or PayPal payments will be accepted on the wedding/event day. If you are receiving payments from third parties who wish to contribute, this should be managed amongst yourselves before the wedding day.

#### **5. PACKAGE DEFINITIONS**

- (a) GOLD - Includes 1 bride and 3 bridal party members, start time from 6:30 included.
- (b) DIAMOND - Includes bride, and 5 bridal party members. Start times from 5:00 onwards included.
- (c) MID WEEK BRIDE - Only applicable Monday - Thursday , start time from 8:00 included.

#### **6. TRAVEL**

- (a) We are happy to travel to any destination however, any mileage will incur a fee at a rate of 0.50 pence per mile & £10 per hour of travelling time.
- (b) Should we need to relocate to new locations, you will be charged for the additional mileage and travel time plus a £20 relocation fee . The fee is used to cover the artist's time and inconvenience to pack away and re set up their equipment.
- (c) If your timeline/mornings schedule requires us to depart our studio prior 5:30 am, we do require an unsociable hours fee of £30 per artist.

#### **7. LOCATION**

- (a) It is the client's responsibility to provide clear information so that we can find your preparation location.
- (b) If the location is rural or hard to find, please send us some directions or some landmarks to look out for. If your house number or name is not visible in darkness by the roadside, please consider marking with balloons to help suppliers locate you.
- (c) If you are staying overnight in a larger hotel, Manor House, or stately home, it will be useful to know your exact location or room number and to inform the reception which room your bridal preparation will be in as there may be many rooms booked with the same surnames at a family wedding.
- (d) We cannot be held responsible for any delays beyond our control, including weather conditions, acts of God, etc. If you have noticed any recent issues or possible delays with traveling to your preparation location (road works, flood, accident, adverse weather conditions, misleading sat-nav, diversion, etc) please drop us a message to inform us so we can set off earlier if required.
- (e) If the mobile phone reception is poor at the preparation venue/ location, please ensure that you have provided us with a landline number in case we need to contact you.
- (f) If you are getting ready at your family home, it is very useful to send us a photo of the house from the roadside so we know what to look for, especially if the house number or name cannot be seen from the roadside.
- (g) Location of service for the day-of-event will be at the discretion of the client, but there are certain requirements the artist needs to complete the services. A large setup table/work area needs to be made available for the makeup artist at said location. Working electrical outlets must also be made available for use by the artist. Ample lighting, ideally by means of natural light is advisable for services & your photography to be performed to a high standard. A high chair or bar stool is requested but not necessary. Please let us know if a chair cannot be provided.

#### **8. MULTIPLE PREPARATION LOCATIONS**

- (a) Many venues enforce time restrictions on your use of their bridal suites, dressing rooms & do not allow access to their premises until a certain time. This often isn't enough time to get everyone ready in adequate timing, especially in a relaxed manner. We would STRONGLY recommend that the clients with this predicament opt for an alternative preparation location that fits their schedule and bridal party service

requirements. OR discuss with us the possibility of an additional artist to support the tight timeline. We take no responsibility if these restrictions do not allow a realistic time schedule for your preparations.

(b) It is not advisable to have multiple preparation locations as setting up, packing up & travel for you, your bridal party, and our team will cause disruptions and possible delays to the wedding morning. If you do wish to get ready in multiple locations, this may incur an additional surcharge of time & travel.

## **9. CLIENT OBLIGATIONS**

(a) Please ensure that we will be working in a suitable environment with adequate surface space, natural lighting, electricity points, and hand-washing facilities.

(b) Please ensure every member of the party is aware of timings and be available for makeup application. The time that our team arrives to you will depend on what time you need to be ready. Please be ready for service at the designated time to allow a smooth service.

(c) Prior to having makeup applied, please ensure each client is on time ready for services, their skin is makeup-free.

(d) We reserve the right to refuse service to any client for, but not limited to, any behaviour deemed rude, offensive, threatening, or abusive.

(e) You agree to co-operate fully with the artist and to make yourself available for all necessary decision-making concerning the look and planning of your event.

## **10. ALLERGIES & CONTRAINDICATIONS**

(a) It is the client's responsibility to inform the artists of any allergies, or past reactions before makeup application.

(b) We reserve the right to refuse an application if any of the parties have contagious conditions or have flu like symptoms or a temperature.

(c) In the interest of your personal health, safety, and well-being, and to that of our artists and other clients, the following contraindications will prevent or restrict any client's application; Eye infections; Conjunctivitis, viral infections; cold sores/facial herpes, open/weeping wounds, or sores, fungal infections; ringworm, etc. warts, cystic acne, severe sunburn or first degree burns, burns from facial waxing, Eczema, Psoriasis, Nits/Head-lice, Scabies, or Impetigo, prior reaction, bruising, open cuts and flu like symptoms or a temperature.

(d) If you have suffered from any of the above skin conditions previously, please book a consultation with your GP to discuss prevention, medicines and care.

(e) Any skin condition should be reported by the client to the artist prior to application and, if need be, a sample test of product may be performed on the skin to test reaction. Client(s) agree to release the artist, from liability for any skin complications due to allergic reactions. It is your responsibility to inform us of any known allergies, and this is stated clearly in our T & C's. We cannot be held liable for any reactions, injuries, losses, damage, cost, claims, and actions that may occur to you or any member of your party.

(f) Each product is carefully selected for its quality and suitability to each individual client but we personally make no claims about reactions or the staying power or wear.

(g) Every effort is made to avoid products and ingredients that cause common reactions. Prior to any application, we will consult with you regarding your skin type, and any history of past allergic reactions. We will work with you and advise you on the suitability of products but no guarantees can be made regarding reactions.

(h) It is the client's responsibility to inform us of any illnesses, pregnancies, ailments, or disabilities within her bridal party that could affect makeup application or cause discomfort or harm.

## **11. PHOTOGRAPHY AND IMAGE COPYRIGHT**

(a) At your trial, we will need to take photos and videos of you for the purpose of recording the trial look. This is to help us recreate the look accurately on the day. This will also give you a true idea of how your look should translate to your wedding photos & video, in different angles, lighting etc. Future clients also love to see examples of our real-life brides and we are proud to share our work on bridal clients with future brides via our website & social media platforms.

(b) Please let us know in advance if you do not wish to be in photographs or if you are not happy to appear on images on our social media, promotional material, or website.

(c) Our team are happy to be photographed on the wedding day whilst in action, if these photos are shared on social media please credit us accordingly.

(d) Any extra suppliers you book who use an image featuring our work to promote their services must credit our work and state our role.

- (e) Any supplier who promotes their business that offers similar services (ie hair/makeup) without crediting our work is in conflict with copyright law and will be asked to remove or credit the other supplier potentially faces legal action.
- (f) We will not show details of your wedding day like dresses, or your look until the following day.
- (g) We do not use stock photography to promote our business. All images shown on our website feature examples of our work. We are very proud of our artist's portfolio.

## **12. PRICING & PAYMENTS**

- (a) Prices & charges do not vary for different styles - just a fair flat rate worked out on approximate timings per person. All our prices are worked out on timings, the number of clients, services requested, assistants needed, not on specific looks wanted. Although product & colour choice and application techniques may differ from a natural look to a glam look, they both use premium products, similar time & attention to detail.
- (b) The price you pay will be the current price at the time when the deposit is paid, not the price when you make the initial enquiry, as prices & policies are subject to change.
- (c) The artist's fee will be payable by the Client, in accordance with the terms set out on the invoice.
- (d) Prices & packages are subject to change each year and will be updated on our website.
- (e) If the Client does not pay the Artist on the invoice due date, we may:
  - (i) charge interest on the sum outstanding for payment at the annual rate payable on the late payment of commercial debts, accruing on a daily basis until payment is made.
  - (ii) withdraw the supply of all Services until such time as payment and interest has been made in full.

## **13. TIMINGS**

- (a) A suggested schedule and timeline will be sent to you after we have met at your trial appointment. This will be worked out after we have discussed your exact requirements for services and numbers needed and the assistants needed to accommodate your bridal party.
- (b) The suggested schedule is worked out on approximate timings. We do our best to ensure the schedule doesn't run over but it is your responsibility to ensure your bridal party are available and ready for application.
- (c) It is your responsibility to manage your time and that of the bridal party appropriately on the wedding morning. It is your responsibility to inform us of any potential problems prior to the wedding morning with achieving the suggested schedule (i.e a potentially difficult client, or any time restrictions or deadlines).
- (d) A start and end time will be agreed by the client and the lead artist after the trial appointment. Each service requires a certain length of time to be finished, the usual timeframe is approximately 45mins to 70mins per person. When reserving your date, book accordingly. Any additional makeup needs outside of the contract will only be performed at the discretion of the makeup artist and may be subject to additional costs.
- (e) All persons booked in for makeup appointments need to be available at the scheduled time of said appointment in order to not break the contract. All makeup services for more than one person must be at the same location and consecutive times (no gaps in between).
- (f) Our start time is based on the understanding that you will have provided us with a suitable workspace and a large clear area to unpack our kit and set up our makeup stations.
- (g) Makeup services will be completed to the client's satisfaction but is not to exceed the allotted time. Ample time is given for each service upon booking. Final touch-ups and tweaks will be completed after everyone's time slot and services have been completed.
- (h) This booking arrangement cannot be changed after the artist(s) arrives for the appointment.
- (i) We are used to early starts and happy to accommodate your schedule. Any wedding bookings that do require us to depart our studio before 5:30 am will incur an unsociable working hours fee of £30 per artist.
- (j) Due to high demand, we do not offer intermittent services. When brides wish for us to stay to provide touch ups at a later point in the day, our hourly rate of £25 applies from the time of completion the final person's makeup and any and all touch ups.

## **14. TRIALS**

- (a) One bridal consultation & trial is included in each package, additional bridal trials and optional bridal party trials are charged as listed on our website. Please note that makeup trials are approximately up to 1.5 hours.
- (b) Trials are charged at the current price at the time of booking , not the price when you make the initial enquiry, as prices & policies are subject to change. Trials are non-refundable and non-transferrable.

- (c) Please ensure that you make enough time available so that we can perform the trial as thoroughly as possible.
- (d) Every effort is taken to create a long-lasting look but we make no claims about the longevity of the look.
- (e) Although we document and record via notes, face charts, photography & video at your trial, occasionally we may have to substitute products that we have used at trial if it becomes no longer available. We may also have to adapt the look if the skin texture or colour differs from the trial.
- (f) The time at your trial service is limited to up to 1.5 hours makeup only bookings, after which you will be charged at £35 per hour which will be added to your final balance. However, please note that the Makeup Artist may have other appointments scheduled and may not always be able to extend the service time.
- (g) Help us help you, please send the following prior to your trial appointment, pictures of each member of the bridal party that require our services, please list and name who is who so that we know who they are, please make sure they are filter free, recent, wearing their normal go to look. please also provide pictures of their outfits and accessories.

## **15. DATA PROTECTION**

- (a) Your details will be kept by our team for the purpose of your wedding booking. The personal data from you, in respect of your event only, and all the information collected on our website will remain strictly confidential and will not be sold, reused, rented, disclosed, or loaned. Any information you provide will be held with the utmost care and will not be used in ways that you have not consented to.
- (b) The artist(s) will be as discreet about your event arrangements as is reasonably possible. You accept that total secrecy is impossible given the need for us to liaise our team, with your bridal party and potentially other suppliers.

## **16. CANCELLATIONS**

- (a) Upon execution of the non-refundable reservation fee, the Client understands and agrees that the Makeup Artist will not book another Event for this date. In the event that the Client cancels the booking for any reason, the Makeup Artist shall suffer losses. As such, the Client agrees that, in the event of cancellation by the Client, the reservation fee shall be forfeited by the Client and retained by the Makeup Artist as liquidated damages and not as a penalty. The Client and the Makeup Artist agree that such amount is reasonable.
- (b) We, the artists, reserve the right to terminate this contract for any non-compliance of terms. The contract will become void and all monies given are non-refundable.
- (c) The Client can cancel a trial at any point, however a trial cancelled with less than 48 hours notice will be charged a new trial fee and this will be added to your final bill.
- (d) In order to ensure that potential/other clients are not compromised, and our artist, any cancellation of a booking by you will incur the following fees:
  - (i) if cancelled 16 weeks (112 days before) prior to your booked wedding date, 25% of the total package booked amount is to be paid.
  - (ii) if cancelled 12 weeks prior to your wedding date (84 days before), 50% of the total package booked amount is to be paid.
  - (iii) if cancelled 8 weeks prior to your wedding date (56 days before) and under, 100% of the total package booked amount is to be paid.
- (e) You are solely responsible for ensuring that we receive your written rescheduling/cancellation. This must be delivered to us via e-mail from yourself and no third party.
- (f) If your wedding is cancelled without notifying us we will invoice for the relevant fees in point.
- (g) We will only ever cancel your booking if your date clashes with an unpredictable life event such as a pregnancy, due date, illness. In the case this happens, we will try to find you another artist.
- (h) Normal cancellation policies apply to any elected postponements within the cancellation time schedule.

## **17. AMENDMENTS**

- (a) Cancellation of individual services or clients is not permitted **six months** or under. We book based on the information you have previously provided and we create a schedule based on the information given, therefore if the number of services decreases you will be charged for the original agreed numbers.
- (b) We cannot guarantee should you wish to upgrade your package to include more services or extra numbers at a later stage, that this can be accommodated. This would be dependent on availability of staff

and time, so please let us know as soon as possible as your morning schedule may need to be altered or an assistant may need to be booked.

## **18. POSTPONEMENTS**

- (a) Postponements and date changes to bookings are subject to the availability of the Makeup Artist.
- (b) If the Makeup Artist does not have availability for the new Event date, this will be regarded as a cancellation of services, and the reservation fee paid by the Client will be retained by the Makeup Artist. No further compensation will be offered.
- (c) Any elected postponements who wish to move their wedding date /booking (up to 18 months ahead only) will incur a small additional re-booking deposit of £25.
- (d) To move & secure their new date, prices & packages will be adjusted to the current rate at the time of rebooking. The additional re-booking deposit will be added to your original deposit fee and will also be non-transferable, non-refundable. The combined deposit will be deducted from your final invoice. normal cancellation fees still apply.
- (e) Although we operate a non-transferable deposit policy, we do understand you may wish to change your wedding date due to certain circumstances, as of course we would still like to be a part of your new date. To avoid you losing any previously paid fees, by breaking our contract and not having your preferred glam squad for your new date. We highly recommend you work with us and discuss potential dates so we can try to accommodate your new booking. Also please consider an off-peak or midweek day due to shortage of availability.
- (f) Any transfer or amendment of your wedding date that we are unable to rebook due to prior commitments will result in a client cancellation.

## **19. ILLNESS**

- (a) Should we need to cancel your booking, we will notify you at the earliest opportunity and without liability. In the unlikely event of a cancellation, as much advance notice as possible will be given to the client and every effort will be taken to find a replacement artist. We keep detailed records, face charts, videos, and photos so your look can be recreated.
- (b) If no replacement can be found, and the final balance monies have been paid in advance by the client to the makeup artist, this will be refunded with exception of payment of the deposit and bridal trials.

## **20. ADDITIONAL EXPENSES**

- (a) Any other additional expenses such as congestion charges, tolls or parking charges are to be covered by the client.
- (b) A surcharge of £50 will be added for wedding dates in between Christmas Eve & New Years day.
- (c) If your timeline/mornings schedule requires us to depart our studio prior 5:30 am, we do require an unsociable hours fee of £30 per artist.
- (d) If the artist(s) attendance at your event necessitates an overnight stay, related accommodation costs and basic subsistence should be covered by the client prior or will be charged back to you up to a reasonable limit of approximately (£70 per night)
- (e) Any major changes to the makeup look requested by the Client on the wedding day that were not previously discussed during the trial will be subject to an additional fee of £25. This fee is to compensate the Makeup Artist for any additional time and resources required to accommodate the changes. The Makeup Artist reserves the right to refuse any changes that cannot be accommodated within the allocated time or resources. The Client will be notified of any additional fees before any changes are made.

## **21. RESPONSIBILITY OF THE MAKEUP ARTISTS**

- (a) Lyndsey Marie Makeup Artist will always endeavour to honour the agreement to the best of their ability.
- (b) There may be circumstances beyond the control of the Makeup Artist where the Makeup Artist is unwell, delayed, or otherwise unavailable, sometimes at short notice. In such a case, the Makeup Artist will inform the Client at the earliest convenience and endeavour to make favourable alternative arrangements if possible.

(c) The Makeup Artist will not be held responsible for any delays caused by events beyond their control. No refund or compensation will be given in the event of delays caused by other wedding vendors, guests, or members of the bridal party.

(d) The Makeup Artist shall not be liable or responsible for any failure to perform, or delay in performance of, any of their obligations that are caused by an event outside their control including, without limitation, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, robbery of the artist's kit needed to carry out work, road traffic accident or traffic delays, flood, earthquake, subsidence, epidemic, pandemic, or any other natural disaster, failure of public or private telecommunications or transportation networks, or damage to or failure of any mode of transportation used by the Makeup Artist. If the booking is directly affected by circumstances beyond the control of the Makeup Artist, every possible endeavour to rectify such situations will be made, however no compensation will be offered. The Client is advised to gain wedding insurance as a protection against such circumstances.

These Terms & Conditions are subject to change and will be regularly updated. Please contact us if you wish to discuss any aspect of these terms and conditions, the trial process, or your booking. Lyndsey Marie has the discretion to update these policies at any time. We encourage users to frequently check this page for any changes to stay informed about how we conduct our business. You acknowledge and agree that it is your responsibility to review these policies periodically and become aware of modifications. Your continued use of the Site following the posting of changes to these policies will be deemed your acceptance of those changes.