



SERAPH SIGNATURE

## Seraph Signature MUA

# Terms & Conditions

### 1. PRODUCT AVAILABILITY

All products are subject to stock availability. Stock availability is shown on the website, however if we have insufficient stock to fulfil the order, we will notify you by e-mail at the address given by you in your registration form.

Stock is allocated on a first come first served basis once your order reaches our main server.

The Seller does not guarantee the availability of any item based on stock figures shown.

### 2. PRICING

We reserve the right to correct any pricing errors on the site at any time. All purchases are subject to availability and seraph signature reserves the right to refuse to supply to any individual or company for whatever reason.

Special offers are subject to availability and may change without notice.

## MAKEUP BOOKINGS

It is the responsibility of the named person on the booking form (known as the Bridal party leader or Bride) to understand, agree, and accept responsibility for all booking conditions, including all payments due by specified dates. By proceeding to complete the booking form, and pay a retainer , you accept that you are entering into a contract and you agree to be bound by these conditions.

### 1. RETAINERS AND PAYMENTS

Immediate payment of a non-refundable, and non-transferrable retainer is required before a date will be held. Without this the booking will not be secured and the date will be offered to other interested parties. Any retainer paid is deducted from the final balance and this is not an upfront payment for trials. A 50% retainer is required to reserve any booking. Trial costs are due at the time of the trial, or prior, and accepted methods of payment are cash or BACS transfer only. The remaining balance is due up to 1 week (7 calendar days) before the wedding day. Accepted methods of payment is BACS transfer only. Should no payment be received despite a reminder by email/letter by a specified due date, we have the right to cancel all services for your wedding date and all fees due will still be payable.

### 2. TRIALS

Trials are highly recommended. Without a trial we will not accept responsibility if a chosen style or look does not work on a wedding day or there are circumstances where there is a mismatch in styles, approach, or expectations, and a refund WILL NOT be offered.

Trials are offered between 4p-8pm daily. Please allow 90 minutes per person for makeup trial.

Bridesmaids and relatives must share the brides trial appointment. Due to the volume of brides/bookings, we are unable to cater for separate appointments.

At the trial we will offer professional advice, and suggestions, and will work with you until we achieve a look which is compatible with your hair type/length and suits your skin type or colouring. We appreciate that it can sometimes take a little longer to reach this goal and your time with us is not unlimited however, trials which we feel have exceeded a reasonable timeframe will incur additional charges, or if any of our team are feeling fatigued from an unreasonably long trial we may be forced to 'call time' and a second trial will not be offered. A second trial can be booked subject to availability, the same charges as your first trial will apply



We reserve the right to cancel a client/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, not open to suggestions or makes any member of our team feel uncomfortable. In such circumstances we will contact the client by telephone within 24 hours of the hair/make-up trial, together with confirmation by e-mail where appropriate. It is advisable that you familiarize yourself with our work portfolio and ensure you are confident with our capabilities and style are appropriate before securing a booking.

You will need to purchase your own lip colour for touch ups and we are happy to provide details of what we have used. Your personal face chart, with recorded makeup products used will be available for you to keep on your wedding day.

### **3. TRAVEL EXPENSES (Trials and wedding day)**

Travel expenses are included but limited to 5 miles (one way) from Postcode. Additional mileage will be charged at £0.60p per mile to cover costs.

We are willing to start our journey no earlier than 6am. Where time does not allow or we feel it would not be sensible to make a particular journey on the day itself, accommodation (Premier Inn or equivalent) must be arranged, and all costs must be paid for before the day itself.

Travel expenses, if any, will be calculated and included on your invoice once your booking submission has been received. All pay parking or toll charges will be billed and included in invoice. Please allocate a parking space for us.





#### 4. IF YOU CANCEL OR CHANGE YOUR BOOKING

All contact, whether it be general enquiries or changes to a booking, must be from the bride or person responsible for the booking only. We are unable to accommodate further contact from bridesmaids or relatives due to the volume of bookings we manage, and emails received.

Changes / Rescheduling: changes to your booking by adding another person onto your original booking can only be accepted if time/resources allow on your wedding day and we will require prior notice and payment due at the specified time. Adding extra people on the day without prior notification, may jeopardise the quality of our work or cause delay therefore any such requests may be refused.

Changes made to reduce the number in your bridal party, or the services booked will still incur costs payable 1 month prior to your wedding day. Cancellation charges will apply to parties/services cancelled.

If there are any changes to the original booking, the person responsible for booking must inform us either by phone call/letter or email as soon as possible. Should you need to reschedule your initial to another date, we will try to accommodate changes to dates etc. however, this is subject to availability only and fee of 25% of your overall booking is applicable.

Please note: Any discount or promotions applied to an initial booking cannot be carried over to a rescheduled booking.

Cancellations: in the unfortunate event that you must cancel your booking or reduce booking numbers (after submitting your booking form and retainer) cancellation charges are as follows:

Due to Pandemic eg COVID-19 - Brides are allowed to change their date at no extra cost one time to any date within 12months of their booking, date is subject to availability. Any additional changes will be at the cost of our standard one-time callout bridal fee. You must give enough notice and No refund will be given should you have to cancel.

3-6 months prior to wedding day - 50% of the cost for cancelled services due.

1-2 months prior to wedding day - 75% of the cost for cancelled services due

You will not be refunded for any cancelled services within 1 month prior to wedding day.

Should you cancel your booking or individual services 6 months or more before your wedding date, you will not be billed. Retainer is non-refundable.

All cancellations must be put in writing by the named person on booking form. The day we receive your letter of notification of cancellation is the date on which your booking is cancelled.

Please note: Minimum booking fee for Saturday weddings will still apply if you reduce numbers.



## **5. PAYMENTS**

Please make payments via Bank transfer to the account below. Please ensure you put Your Event date and your name as a reference and let Seraph Signature know when this has been sent. Bank Details:  
Natwest: Name: SERAPH SIGNATURE LTD:  
Sort Code: 60-20-31: Account: 40267679.

## **6. ALLERGIES**

If you have any allergies or medical conditions, please let me know by the time of your booking or trial, at the latest

## **7. PHOTOGRAPHY**

It is imperative that we continue to update our portfolio and demonstrate our work to future prospective clients. Please let us know in advance if you do not wish to be photographed or if you are not happy for us to use your images for marketing purposes.

## **8. PRIVACY**

Your details will be kept in my records, but will never be passed on or sold to any third party.

Please also Note:

Brides are strongly advised to look into the option of wedding insurance so as to have their wedding services insured.

## **9. EXTREME WEATHER CONDITIONS OR DELAYS EXPERIENCED ON THE DAY**

If we experience unforeseen delays which are out of our control, such as severe weather conditions or unexpected traffic congestion, compensation will not be offered if we exceed our allocated time and refunds will not be given in the event that one or more services are forfeited as a result.

In the event of extreme weather conditions, where the 'Met office' have issued a 'Red' warning, we reserve the right to cancel your booking. We will refund all monies, excluding trial costs and deposit, as a gesture of good will.

It is the bride's responsibility to ensure that all members of the bridal party are strictly available at their pre-arranged, allocated times. No refund or compensation will be offered for delays caused by other wedding vendors, guests, or members of the bridal party.

## **10. IF WE ARE FORCED TO CANCEL DUE TO UNFORSEEN CIRCUMSTANCES**

In the highly unlikely event that we cannot attend on the day of your wedding due to unforeseen and unfortunate events or circumstances on our part, all payments will be immediately refunded (including retainer). We will work with you to find an alternative reputable artist to cater for your requirements however, any such booking will remain solely the responsibility of yourself.

## **11. HEALTH & SAFETY**

If any of our team is made to feel uncomfortable in anyway, or mistreated, or if at any time during an appointment anyone becomes abusive/violent or displays any offensive behaviour, we have the right to cancel the contract without refund.

We ensure that all health and safety precautions are strictly adhered to, however, in any event of an accident caused by equipment breakdown or inattention which causes injury to any member of the wedding party on the booking form or damage to their property are advised to contact us immediately and if necessary.

### **Brides:**

Following your confirmed booking, a free 15 min telephone consultation will be provided to discuss the best suited hairstyle for your BIG day based on your dress, your wedding theme, and wedding venue. This will ensure that together we achieve your picture-perfect look. Packages for bridal services will be forwarded upon receipt of your enquiry. Prices do not include travel fees.



## **12. BRIDE/CLIENT OBLIGATIONS – TRIAL & WEDDING DAY**

You are to inform us of any allergies or reactions prior to, or after, any make-up application. If no known allergies are stated we cannot be held liable for any reactions, injuries, losses, damage, costs, claims and actions that may occur to you or any other member of your party.

You must ensure that our team will be working in a suitable environment with adequate lighting, electricity points, and hand washing facilities.

We have a strict no smoking policy and reserve the right to refuse further work should any member of your bridal party, or any of your wedding guests, choose to smoke within our allocated work space.

Please ensure every member of your party are aware of timings on the day and that they need to be and remain available. Should one or more of your bridal party not be ready we will be forced to cut their allocated time short by however long they delay us.

Prior to having make-up applied please ensure you and your party are prepared, to avoid leaving the chair whilst we are working, ensure teeth are cleaned, you have been to the toilet and contact lenses are applied (if applicable), before sitting in the chair. Also make sure you are make-up free, (we will prep your skin.)

Please do not sit any children/babies on your lap whilst having make-up applied. For their own safety please ensure that children are kept away from our products at all times. We will not be held responsible if a child is injured as a result of the parent or carer not being present.

We are happy to be photographed on your wedding morning however, any photo image incorporating our make-up artistry on the internet, or on any other advertisement, must make reference or credit us as makeup artists.

We will ask to take your photograph and, unless you refuse to have one taken, we reserve the right to use any such image on social networking sites and on our website for promotional purposes. We do not show images from trials until after the wedding day and you may be tagged in any such image on social networking sites, but are free to untag yourself if you wish to do so.

## **13. STAFFING**

We are a team of highly trained makeup artists, so unless there's a specific request for the Head Artist (subject to availability and additional fee), any of our qualified artist will be allocated to your booking.

Thank you for your understanding and cooperation, If you have any further questions please contact us.



# COVID-19 GUIDELINES

We will be following strict guidelines to ensure the safety of our clients and Mud's

## ONE

Your Makeup artist will wear all the necessary PPE

## TWO

We will ask that if possible you also bring a mask to your appointment and kindly please keep it on when you are not being served

## THREE

We will be allowing a 10-minute gap between clients to allow us to thoroughly disinfect our space and tools

## FOUR

We will request that all clients wash their hands-on arrival

## FIVE

We will call you before your appointment to go through your symptoms and ensure you are safe to be seen.

## SIX

We will request that you attend your appointment on your own or ensure that you are alone when being attended to

## SEVEN

We will request that you please do not attend your appointment if you or anyone you have been in contact with have any cold or flu like symptoms or fever. Contact us and we can reschedule your appointment when you are well.