



TERMS AND CONDITIONS

It's the responsibility of the client on the booking to make themselves familiar with, understand, and accept responsibility for all booking terms and conditions.

PAYMENTS

1. Payment of a 25% non-refundable booking fee is required immediately to secure the booking and an invoice will follow this. Remaining balance is then paid to Christabel on the day by either cash or BAC's (Bank transfer)
2. A date cannot be held without a reservation fee and the requested date will still be open to other enquiries.
3. Dates are given on a first come first serve basis. If another enquiry comes through for your specified date a 24hour issue will be sent via email giving you the first option to secure your booking.
- 4.. You agree that by paying your non-refundable reservation fee you are agreeing and accepting Christabel Franklin's Hair & Makeup business terms and conditions.
5. Failure to make payments within the agreed date, may result in the cancelation of your booking.

TRAVEL COSTS

1. All road travel to all hair, makeup and trials is charged at 0.45p/per mile (round trip) after the first 15 miles and is worked out using Christabel's post code.
2. Travel into central London (Zones 1-3) is charged at a flat rate of £50.
3. Congestion, toll and parking charges may apply and will be quoted accordingly or where necessary paid in cash on the day.
4. Destination weddings/events - Ground travel in the uk and in country of destination is required as well as flights and accommodation for the night before the wedding/event (and after if necessary). In some cases a £100 travel day fee may be applied.

SPECIAL REQUIREMENTS

1. Accommodation close to your wedding venue may be required for the night before the wedding if; journey time is over 2 hours one way, the start time is 6am or earlier, or there are other foreseeable events/delays.
3. Hair extensions can be fitted, purchased or hired subject to availability through Christabel Franklin and start at £50.

ASSISTANT ARTISTS

1. An assistant hair/makeup artist will be required if booking exceeds more than 2x hair and makeup/4x hair or makeup. Where there isn't enough time for Christabel to get everyone ready in the available time. Travel for the wedding day is included in this fee. An assistant will also charge exactly what I charge as they will also be a professional hair and makeup artist.
2. If an assistant is needed for a trial - travel will be charged as per the standard travel cost, stated above.

TRIALS

1. Trials are offered only once a reservation fee for the day has been made.
Trials are held MON-FRI between 10am and 2pm at the client's home or at an address that is most convenient.
Depending on availability, Saturday trials can be booked in off-peak season only (this excludes May - Sept)
2. Trials are required for a bride (unless the client lives abroad and is unable to have one i.e. lands 2 days before the wedding or is booking under exceptional circumstances e.g. very short notice under 1 week)
5. In the unfortunate event that you, or any of your bridal party, decide after your trial that you are not satisfied, you are asked to contact Christabel via email within **24 hours** so that we can resolve the matter. After such time a repeat appointment will need to be booked at full price. No refunds will be given on work that has already been carried out.

IF YOU CANCEL OR CHANGE THE BOOKING

1. All changes to a booking, must be made by the bride only.
2. A minimum of **72 hours** notice must be given if you wish to cancel fully/part of a trial booking. Refund's won't be given after this time and a new trial will need to be booked and paid for. In emergency situations please call Christabel.
3. Payments for work that has already been carried out is non-refundable.
4. Three calendar months notice is needed to notify us of any changes to your booking by adding services or reducing them. Additional services can only be accepted if time/resources allow and reductions made after this time will still be payable in full.
6. If you need to postpone or change the date of your booking for reasons that are unforeseen/not in your control or for any other reason. Weddings will allow for one date change only. After such time a new booking with a new reservation fee would be required.
7. COVID-19: Due to the current circumstances, for example if we head back into lockdown, I can move the appointment but I can not do a refund on deposits made.

8. In the unfortunate event that you have to cancel your booking completely:

Cancelling within 3 months of the agreed wedding date = 50% of the remaining balance still due by the original due date.

Cancelling 1 month or less to the wedding date = 100% of the balance is still due by the original due date.

IF WE CANCEL OR CHANGE THE BOOKING

1. In the unfortunate event that Christabel is unable to attend on the day, due to illness or for last minute unforeseen circumstances all efforts will be made to find an alternative stylist/artist to stand in.
2. In the unlikely event that we cannot find a replacement artist, monies (excluding money paid for work already carried out) will be fully refunded.
3. If an assisting artist is needed for large parties and they are unable to attend we may ask for an earlier start time to accommodate original numbers, or services forfeited will be refunded.

4. Christabel Franklin reserves the right to cancel a booking following a trial, without a refund of the deposit, in circumstances where the client is uncooperative/makes it difficult to carry out our work or is booked under false pretences i.e for an event or other purpose.
5. If Christabel or an assistant artist is made to feel uncomfortable in any way, or mistreated, or if anyone becomes abusive/violent or displays any offensive behaviour, we have the right to cancel without refund there and then.

IN THE EVENT OF DELAYS ON THE WEDDING DAY

1. In the event that we experience unforeseen delays on the day which are out of our control due to clients being late/not being ready when we need them or by not following our instructions to carry out efficient work, refunds will not be given.
2. In the event that one or more services are forfeited as a result - no compensation will be offered if we overrun.
3. If you are aware of factors, which could delay or hinder our journey, please advise us as soon as possible so we can factor this into our route.
4. No refund or compensation can be offered for delays caused by other wedding vendors, guests, or members of the bridal party arriving late.
5. If you suspect any member of your bridal party may pose as a challenge in any way, they are encouraged to have a trial to avoid potential delays on the day.

INSURANCE

1. Christabel and all of her assistant artists have full public liability insurance to protect both themselves and the client.
2. We highly recommend that each of our clients have full wedding insurance to cover unforeseen circumstances out of either yours or the control of Christabel Franklin.

DISCOUNTS/SPECIAL OFFERS

1. Discounts and special offers are given on a quote for quote basis, and are not guaranteed.
- 2.. All discounts and special offers are subject to change if the number of services initially booked are reduced or altered and are solely at our discretion.

PRODUCTS/SENSITIVITIES

1. Christabel or her assistant artists cannot be held liable for sensitivities, allergies or skin/medical conditions that may affect the use of their products.
2. The client must inform their makeup artist of any allergies/sensitivities/skin conditions before any services are carried out. This includes before/during the trial and after if any sensitivities/problems have been found.
3. Discount will not be given if you want to use your own products on the day. We also cannot be held liable for the performance and longevity of the product.

TIMINGS AND EFFICIENCY

1. To carry out their work efficiently Christabel or one of her assistant artists May need as a minimum of; a table/flat surface to set up on and chair to carry out services.
2. 15 minutes is allotted to set up and be ready in time to start services. If suitable conditions are not provided delays cannot be held responsible for if time is lost due to this.

PHOTO COPYRIGHT

It's important that I continue to update my portfolio and social media so please let us know if you do not want to be photographed or if you aren't happy for us to use your images for marketing purposes.

We're happy to be photographed on your wedding morning however, if an image is incorporating Christabel or our hair and/or make-up design, please kindly share the love and mention us by tagging
Instagram: @hairmakeupbychristabel

Facebook: @Christabelfranklinx

Thank you!

By paying a reservation fee, you are agreeing to and accepting Christabel Franklin Hair & Makeup Terms and Conditions stated above.