



## Booking Terms & Conditions

Please take the time to read my booking terms and conditions. These terms and conditions apply to all bookings made with Kudzi (owner of Kudzi Beauty) and the client (the recipient of the service and name listed on the booking confirmation).

All correspondence is to be made in writing via [email](#) sent directly to Kudzi Beauty or via the [Booking Form](#).

### Enquiry And Booking Process

#### Enquiries

Booking enquiries can be sent via the [booking form](#).

On receipt of your enquiry, Kudzi will confirm availability and will provide a quotation - quotes will be valid for 14 days.

#### Making Your Booking:

If you wish to proceed with a booking, an invoice and booking confirmation will be issued for the required non-refundable booking fee (30% of total quote) which secures your booking date.

Once the booking fee has been received, a confirmation of payment will be sent and your date will be booked.

***Please note, the booking is not secure until your booking fee has been received. We reserve the right to rebook or cancel your date if fees are not paid on time.***

## Bookings

### Wedding Bookings

The client will be required to pay a non-refundable booking fee of 30% of the total quote cost to officially secure their wedding date. This fee will also cover any administration charges involved throughout the enquiry process and up to the wedding day by Kudzi. The booking fee will be deductible from the total balance.

Until the booking fee has been received from the client, the wedding date will not be held and will therefore be available for anyone to secure.

In the event that the enquiry and booking have been made within 4 weeks of the wedding date, 100% of the full payment will be required at the time of the invoice being issued.

#### *Bridal Makeup Trial*

A bridal trial will be scheduled, 3-6 months before the wedding day (unless otherwise agreed) and will be carried out at the chosen location provided by the client.

#### *Bridal Makeup Trial Only Appointment*

If you wish to book a "Bridal Makeup Trial Only" appointment, the cost will be £90 plus travel fees.

Please be aware that the wedding date will only be on a soft hold until 2 days after the trial. If you wish to secure your wedding, you will be required to pay a 30% non refundable deposit upon booking. The balance will be due 4 weeks prior to the wedding.

Bridal trials on Friday and Saturday will be subject to availability.

#### *Additional Bridal Makeup Trial*

A second bridal makeup trial can be scheduled at a cost of £60 plus travel expenses.

#### *Bridal Party Makeup Trials*

Bridal party members are welcome to have a trial on the same date as the client and will be charged at £45 per person.

*Kudzi* will only be able to accommodate the bride plus two other members of the bridal party for the same trial date.

### *Payment Stages:*

Reserving The Wedding Date: A 30% non-refundable booking fee will be due once the invoice has been issued to the client.

Balance Payment : The remaining balance will be required 4 weeks before the wedding date by the client.

All payments are to be made electronically via the details provided on the invoice and email.

### *Post Ceremony Touch-Ups And Full Day Service*

If you wish to book *Kudzi* for further services on your wedding day, you may choose to add a 'Post Ceremony Touch Up' or 'Full Day' Service. Please enquire at the time of booking if you would like one of these options added.

Where a booking has been made for the additional Touch Up Service or Full Day Service, this will commence from the specified wedding ceremony finish time.

Post Ceremony Touch Ups will be provided for 3 hours after the specified ceremony finish time for an extra cost of £180 and will include all bridal party members booked from the morning service. Additional people cannot be added to this service.

The Full Day Wedding Service will be provided for 5 hours after the specified ceremony finish time, for an extra cost of £300 and will include post-ceremony touch-ups for all bridal party members booked from the morning service. The Bride will have the option to change her "look" prior to the wedding breakfast. Additional people cannot be added to this service.

### *Change to Numbers*

For any changes to the number of bridal party members please ensure this has been discussed and agreed upon before or on the trial date.

For any number reductions after the bridal trial has taken place and where the balance has been paid, no refunds will be provided where bridal party members have changed their minds.

### *Late Booking Surcharge*

If your wedding date is less than 5 days away at the time of booking, you will incur a surcharge of £100.

### **Other Bookings**

The booking of the event is only reserved once the client has paid a non-refundable booking fee of 30% of the overall event cost.

In bookings where a trial is required, the trial cost will be required as the booking fee. The event date will be held up to 72 hours following completion of the trial at which stage a 30% deposit of the event day cost is required to secure the event.

### *Payment Stages:*

Reserving The Event Date - A 30% non-refundable booking fee will be due once the invoice has been issued to the client.

Balance Payment - The remaining balance will be required 3 days before the event date by the client.

All payments are to be made electronically via the details provided on the invoice and email.

## **Payment**

### *Booking Fee*

Cancellation of services will be processed where the booking fee has not been received within 3 working days of the invoice date. It will be assumed that the services are no longer required.

### *Final Payment*

In the event that the final balance has not been received by its due date, the cancellation policy will apply.

### *Late Payment Fees*

If you still wish to proceed with your booking after the balance has not been received by the due date, a late fee of £40 will apply.

## *Payment Issues*

If the client is unable to make payment of the balance by the due date but still wishes to secure the services of Kudzi, please get in contact ASAP to discuss.

## *Bank Holidays*

A £50 surcharge applies for weddings or events on Bank Holidays.

## **Travel**

The client will cover any necessary travel expenses of Kudzi as agreed at time of booking. This is to include, should it be required, congestion charging and parking charges.

Travel within a 20 mile radius of CH64 will not be subject to any charges. Mileage outside of this radius is charged at a rate of £0.50 per mile for a round trip.

Charges will be applied for unsociable hours. Start times prior to 6.00am will incur a £50 charge.

For events taking place further than a 6 hour round trip (by car) from CH64 and/or requiring a full day service, accomodation (equivalent of 3\* or higher rated) will need to be booked by the client.

## **Changes To The Booking**

### **Trial Location**

If the client needs to rearrange a trial date, please get in touch as soon as possible so a new available date can be scheduled.

Change of location for the trial and wedding or event day can be accommodated, however, additional travel charges may apply depending on the distance from CH64.

## *Postponement / Date Changes*

If a client finds themselves in a position where they need to postpone the event date, the cancellation policy will apply unless the client chooses to maintain the booking and *Kudzi* is available for the new date.

## *Postponement Due To COVID-19*

If your wedding or event is postponed due to COVID-19, either by your venue, or government guidelines, your makeup booking fee and monies paid so far will be transferable to your new date if *Kudzi* is available. This is subject to *Kudzi*'s availability so please make her aware of any other potential dates at the point of booking. Where a trial has already taken place, the cost will not be refundable.

# Cancellation Policy

## *Event Cancellation due to COVID-19*

In the event of a complete cancellation due to COVID-19 the client will receive money back, if paid in full. However all booking fees and charges for work done (trials + admin) will be retained by *Kudzi*.

If *Kudzi* is unable to attend your event due to having symptoms of COVID-19 and the need to self-isolate, she will endeavour to find a makeup artist to act as a replacement. If an alternative MUA is not an option, the client will receive a refund of 100% of money paid.

## *Cancellations By You (the client)*

Should the client wish to cancel the booking completely before it is confirmed, no charges are applicable.

If however, the client cancels after the booking is confirmed, the 30% booking fee will not be eligible for a refund.

If after a trial, a cancellation is requested, the booking fee or cost of the trial (depending on type of booking) will not be eligible for a refund by *Kudzi*.

For cancellation requests made 8- 4 weeks before the wedding date the below cancellation terms will apply to the balance:

## *Cancellation Terms*

Cancellation 8 to 5 weeks before the wedding = 50% of the final balance lost.

Cancellation 4 weeks or less before the wedding date = Total loss of all monies.

Payment of cancellation charges will be required within three days of notification.

### *Notification Of Cancellation*

Should the client wish to cancel the booking at any stage, written notice must be given to [info@kudzibeauty.com](mailto:info@kudzibeauty.com). The request will take effect from the date of receipt of the written cancellation.

You will receive written confirmation of the cancellation and any charges that may be required.

### *Cancellations By Kudzi*

Cancellation of the booking by Kudzi will result in a refund of costs paid minus the initial deposit/booking fee.

In the unlikely event that Kudzi is unable to make your wedding appointment due to an emergency, an act of God, or severe illness, she will try to find you an alternative makeup artist whom she highly recommends. They will receive a brief and any products required that they might not have in their kit.

## **Liability**

Kudzi is not liable for any suppliers that she recommends. Any assisting makeup artists will be required to have the relevant insurance. Kudzi has public liability cover and is insured by Salon Gold.

### *Client Responsibility*

It's the client's responsibility to make Kudzi aware of any known allergies or skin sensitivities that they or any other parties in the booking may have. On the rare occasion that any of the parties have any contagious skin infections, Kudzi will refuse treatment. Skin conditions should be reported by the client to Kudzi prior to application.

\*The client agrees to release Kudzi, from liability for any skin complications due to allergic reactions.

All brushes, tools and makeup products are kept sanitary and are sanitised between every makeup application.

### *Wedding Insurance*

It is advisable for the client to obtain wedding insurance.

### **Photography**

The client agrees that Kudzi may use any photography for publicity purposes which include but are not limited to the Kudzi Beauty website and social media pages. Any objections should be made in writing to [info@kudzibeauty.com](mailto:info@kudzibeauty.com).

By paying the booking fee you are agreeing to and accepting all the Terms and Conditions set out above.