TERRI PACE MAKEUP ARTIST
Est 2005

TERMS & CONDITIONS 2027

Please read these Terms & Conditions carefully before booking. By paying a deposit and confirming a booking, you confirm that you have read, understood, and agreed to the Terms & Conditions outlined below.

---

1. Bookings & Communications

- All bookings must be made via the contact form on the website. All subsequent correspondence will be conducted by email.
- All communication and payments must be made by the individual who completes the enquiry form.
- Please add **info@terripace.com** and **terripacemakeup@gmail.com** to your contacts to ensure emails are not directed to spam or junk folders.
- Wedding bookings are accepted on a **first come, first served basis** and are only secured once a deposit has been received.

---

2. Deposits

Weddings

- **Trial:** A £20 non-refundable deposit is required to secure your trial date.
- **Wedding Day:** A £50 non-refundable deposit is required to secure your wedding date.

Once a deposit is paid, your date is reserved exclusively for you and I will decline other enquiries for that date. All deposits are non-refundable but will be deducted from the final balance.

Special Occasions, Headshots & Tuition

- A £20 non-refundable deposit is required to secure your booking date.
- Deposits will be deducted from the final balance.

---

3. Payments

- Payments must be made via bank transfer to my Monzo business account, as detailed on your invoice.

- **Trial balance:** Due 7 days prior to the trial date.
- **Wedding balance:** Due 30 days prior to the wedding date.
- **Special occasions/headshots/tuition balance:** Due 7 days prior to the appointment.

For bookings made less than 30 days before the appointment or event, the full balance is due immediately.

Payment reminders will be sent via email if a payment becomes overdue. Failure to make payment by the due date may result in cancellation of your booking.

Any additional services added after booking will be invoiced separately and are payable immediately.

---

4. Additional Charges

The following charges may apply and will be confirmed during the booking process:

- Travel costs (Transport for London, National Rail, or taxi for rural locations)
- A £50 unsociable hours fee for arrivals required before 6.00am (per artist)
- Overnight accommodation if required prior to the event

---

5. Cancellations, Postponements & Changes

Client Cancellations

- All deposits are non-refundable and cover administration time and potential loss of income.
- Any services already carried out, including trials, are non-refundable.
- Cancellations made:
    - **Less than 30 days** before the event: 100% of the remaining balance is payable.
    - **Less than 90 days** before the event: 50% of the remaining balance is payable.
- If you cancel after your trial, the trial fee and deposit will not be refunded.

Postponements / Date Changes

- If you need to change your date, I will do my best to accommodate the new date.
- A **second deposit** will be required to secure the new date. The original deposit remains non-refundable.
- If I am unavailable for your new date, all deposits and any completed trial fees remain non-refundable. I will assist where possible in recommending an alternative artist.

Artist Cancellations

- In the unlikely event that I must cancel your booking, I will make every effort to source a suitable replacement.

- If a replacement cannot be found, a full refund will be issued for any services not carried out.

I reserve the right to cancel a booking without notice in the event of abusive, aggressive, or inappropriate behaviour. In such cases, no refunds will be issued.

---

6. Client & Artist Responsibilities

- I will arrive with a clean, fully sanitised kit and will carry out all services hygienically and professionally.
- Prices quoted at the time of booking will be honoured, even if prices increase after your booking is secured.
- It is the client's responsibility to disclose any medical conditions, allergies, sensitivities, or relevant health concerns prior to the appointment. I cannot be held liable for any adverse reactions or losses where such information has not been disclosed.
- I reserve the right to refuse service to anyone deemed to pose a hygiene or health risk.

---

7. Trials & Timings

- Bridal makeup trials last up to **2 hours**.
- Bridal hair & makeup trials last up to **3 hours**.
- Additional time beyond this will be charged at **£50 per hour**.
- Second trials are charged at the same rate as the first trial.

Timings are carefully planned to ensure a calm, enjoyable experience and the highest standard of work.

---

8. Photography, Marketing & Media

- I may take photographs or videos of my work for use on social media, my website, or promotional materials.
- If you prefer not to have your face shown, please inform me in advance.
- Professional photography: permission will always be requested before using professional images.

---

9. Insurance & Limitations

- All artists working under Terri Pace hold full public liability insurance up to £5 million.
- Insurance does not cover brow tweezing; therefore, hair removal services are not provided.