

Abi Murray Makeup (AMMU)

Terms and Conditions

Booking Confirmation

Bookings are secured upon written confirmation from AMMU. This confirms the contract and secures the availability for the service on the agreed date and time for the agreed fee. When the number of Clients has been established, the rate will remain the same, even in the event of illness/clients changing their mind, near/on the day of the Wedding/booking.

Cancellations/Rescheduling of Trial/ beauty appointments

72 hours' notice or more must be provided if an appointment needs to be cancelled or rescheduled.

If the cancellation/ rescheduling is made less than 72 hours before the booking, a £50 charge will be obtained.

If the appointment is cancelled/ rescheduled within a 24hour period or less, the full amount of the service will still be invoiced for and expected to be paid.

Bridal Wedding Day Booking

A non-refundable deposit must be paid to secure the wedding date.

The deposit amount received will contribute to the final total amount for the service provided on day of the wedding. This will be clearly marked on the invoice.

Remaining payment for service is to be paid 2 weeks before the date of wedding day.

Should the funds not be received within this time frame, the date can be made available to other Clients / brides.

Bridal Trial Booking:

Invoice will be sent once the booking has been agreed between AMMU and Client. The Client can pay as soon as invoice is received, yet no later than 72 hours before the trial booking.

Travel & Accommodation:

Travel costs are charged at 50p per mile from AMMU address in Falmouth, Cornwall.

Distances are calculated using an on-line journey planner (e.g.: Google maps) and travel expenses will be communicated and included on invoice.

If travel is more than 1 hours from AMMU location, travel/accommodation expenses will be discussed before booking. If overnight accommodation is required, an additional Out of hours Travel fee will be applied, as well as the standard Travel charge.

Minimum Bridal Party numbers

A minimum of 4 people per Bridal party (including Bride) is required to obtain a booking on a Saturday during the months of April to September. The 4-party booking rate will stay the same, even in the event of bridal party members cancelling or being unwell. People may be added but this must be discussed and confirmed with Abi Murray Makeup before the day of the wedding, to ensure there is enough time to provide the best service.

Wedding Cancellation Policy

Cancellations are only deemed valid if received via e-mail. If for any reason you cancel your wedding booking, your cancellation must be confirmed by email as soon as possible. The deposit, along with the full amount of the booking will be obtained, unless in the event of extenuating circumstances.

User Guidelines and Acceptable Uses

The Data Protection Act 2018: All personal data will be processed fairly and lawfully, only kept for specific purposes, held no longer than necessary and will be kept private and secure with appropriate security measures in place, whether used in the workplace, hosted online or accessed remotely.

Photography and Use of Images

Clients will be asked if they consent and are comfortable and in agreement for any personal images to be used via any public platform, prior to use.

Consent must be given before any imagery is used via any public platforms/social media content.

Prohibited Behaviours and Activities

Zero tolerance policy against aggressive or discriminatory behaviour. AMMU reserves the right to cancel at any time before or during service if the behaviour of the Client is deemed inappropriate.

Client Responsibility

It is the Client's responsibly to inform AMMU of any allergies, skin sensitivities, ethical considerations that they or their bridal party may have and / or may be affected by when using hair, make-up tools or product. A consultation is highly recommended.

AMMU will not be held liable for any condition that arises, or any loss incurred by the Client, if the Client has not informed of any known conditions as stated above, or of any conditions unknown to the Client at the time of the service.

If the Client is aware of any allergies or sensitivities and still decides to continue with the services, this will be entirely at the Client's own risk and no liability or responsibility can be accepted by AMMU.

Company Responsibilities

In the highly unlikely event that AMMU is unable to provide agreed services due to ill health or unforeseen circumstances, AMMU will inform the Client as soon as possible and will make best efforts to secure a replacement Makeup Artist. The replacement will receive a full brief, including comprehensive list of products & shades used during the trial, aesthetic specification, reference images and timings.

If unable to find a replacement artist, a 100% refund shall be provided.

Name of client.....

Please specify allergies.....

Client signature.....

Use of images consent.....

Key information to specify.....

Date.....