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Terms & Conditions

Allergies

Any known allergies to products used should be disclosed to me directly via email before all bookings. Allergies can occur at any time, Natalie Jane HMUA will not be held responsible for allergic reactions that have not been disclosed.

Contraindications

Examples of contraindications; ringworm, conjunctivitis, styes, impetigo, cold sores. The list is not exhaustive so please contact me prior to your booking if you have any concerns or are unsure about this.

If you have any contraindications on the day of you booking I will not be able to carry out my service for hygiene reasons. If this occurs you will be offered a new date for another occasion.

Travel costs & sub contractors

Costs are charged one way at £1per mile to clients who live outside PR6 (north west England)

Parking and toll charges will apply when required.

If I / we need to move during our appointment with you, from location to another, a £20 moving fee will be added for every stylist/ artist booked, plus any mileage required.

Travel charges can increase due to inflation at anytime

As and when I require assistance, a sub contractor will be hired by myself, these are hand picked by myself and will only allow professionals who meet my criteria and expertise standard. They will be hired on my price list and for every sub contractor hired by myself, a £25 admin fee will apply.

Deposit and Instalments

To secure your wedding date in my diary, a 20% non refundable deposit is required, this will be deducted from your final instalment. Paying a deposit is agreeing to Natalie Jane HMUA terms and conditions. Once invoices have been sent, you are required to pay within **48Hours**.

Your second payment is due **48hours** prior to your trial (or special occasion) which is the full amount. Please make a note of this date in your diary. If you would like to set up a payment plan, this is also possible but please inform me.

Your third and final payment is due **four weeks** before your wedding date. Once payment has been received a receipt will be sent if required. If payments are not received in full I, I can not guarantee your appointment.

Cancellation policy / Postponing / punctuality

If you have already paid your deposit to secure your wedding/ occasion date it will not be refunded if you cancel. In the event you cancel your trial date with me after paying your second instalment another date will be offered where possible. Payments for trials are not refundable once paid and booked, this is due to business being lost.

If you do not require another date you won't receive a refund. If for whatever reason you are not satisfied with the service my assistants or I have provided for your trial this must be addressed at the time so that any issues can be dealt with as soon as possible.

Once your third payment has been made, it is not refundable due to potential business being lost. You will still be liable to pay in full for your wedding/ occasion services if you cancel 6 weeks prior to your date. Cancelling your wedding from 8 weeks away, 50% of the remaining balance will still be chargeable.

Changing your numbers for your wedding day in less than 6 weeks will still require full payment for this service.

If you need to postpone your wedding / event more than 12 months from your original date then inflation charges will apply. Trial costs will be chargeable at 50% of the original costs if you require another one after the 12 month window.

If you decide to change the time of your wedding, I will try my best to accommodate this but I can not always guarantee push backs or earlier start times.

If you have been given a time schedule OR time the appointment will start, if you or party member/s are late, your slot will be forfeited and will not be offered a refund.

Full day service

When purchasing the full day service, a room will be required to set up and keep kit secure. I will be with you from the time you have your makeup applied before the wedding, I will then be on hand for touch ups before your professional photographs take place, on hand after the speeches and provide a second look for the evening (please bare in mind a completely new look can take up to 45minutes, this needs to take place in the room you provide me with)

All party members who have had their makeup done by me in the morning can also have touch ups if the full day package has been purchased. However a second look will not be available.

If other guests would like their makeup applied professionally this will be offered to your guests at a rate of £45. I will be on hand up until 8pm.

A schedule will be sent to you for a full day service.

Long distance & bad weather

If your wedding venue/ location is more than 2hours drive from the areas I cover, an overnight stay will be required and paid for if I need to be there before 9am.

An early start fee will apply to your costs if I/we need to attend before 6am, this will be £20 per artist/ stylist required.

In the event of serve weather conditions and if I/we can get to you the night before your wedding, an overnight stay will also be required. In the event I/we cannot get to you because of adverse weather conditions or conditions that may be dangerous, you will need to go through your wedding insurance to claim this back. If the weather is the cause of your wedding being postponed and your new date is not available in my assistants or my diary I will do my best to find a well suited makeup artist/ stylist for you, in the event I cannot provide this you, a refund will not be obtainable and you will need to go through your wedding insurance.

Sudden death/ illness

In the unlikely event that I am hospitalized or have a sudden, close family death and cannot attend your booking I will do my absolute best to get cover by another makeup artist/ stylist. If this fails to happen a full refund of your wedding day service will be issued (not including deposit or trial)

Lashes

Lashes are priced per person, the price will not alter if you bring your own or apply them yourself. Although, if you would prefer to use your own, I/ we will be happy to apply them for you.

If you haven't booked lashes on but decide to change your mind, payment will be needed on the spot. Bridal party members who have not paid for makeup services and ask for assistance to apply them, please do not be offended when this is denied. Our insurance does not cover us.

Saturdays, bank holidays & minimum spends

Saturdays and bank holidays are our busiest working day, £300 is the minimum spend regardless of the service you require.

Due to high demand, on peak and off peak minimum spends are in place, this will be discussed with you before you secure your date.

Photography & social media

I/ we always appreciate a before photo from clients as this really does help to show case our/my work, if you feel uncomfortable sharing this with us/ me, we will completely understand. I will never share trial photos on my social media platforms until after your wedding day. Photos that are taken by myself are owned by me (Natalie Jane HMUA) and will use these photos to advertise myself when needed, however, I will never tag you in them but you are more than welcome to do so if you wish. When uploading your personal photos onto social media I always appreciate a mention it really goes a long way.

Miscellaneous

If any of your bridal party, wedding guests, or other wedding vendors display abusive or offensive behavior or make myself or assistants feel uncomfortable in any way, we reserve the right to terminate the contract without refund.

Please do not hesitate to contact me with any queries regarding the terms and conditions above.

Natalie