



Natalie Jane HMUA
Professional Hair and Makeup Artist

nataliejanemua@hotmail.com | 07718914770

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 trial 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. A full refund will be issued if this occurs or you will be offered a new date.

Travel costs

A small travel charge of 0.45p per mile is added to all clients who live outside a 10 mile radius of NP18 (south wales) and BL6 (north west England)

On large bookings and wherever possible artists will share travel to save you the extra expense but this is not always guaranteed.

Deposit and Installments

To secure your wedding date in my diary a deposit is required which is non refundable, this will be deducted from your final installment.

Your second payment is due one month before your trial which is the full amount of your trial.

Your third and final payment is due one month before your wedding date. Once payment has been received a receipt will be sent out along with a confirmation email of your trial date. If payments are not received in full I have the right not to attend.

For last minute bookings, full payments need to be received either straight away if it's under a weeks notice or the week before the appointment if it exceeds 8- 30 days.

Cancelation policy

If you have already paid your deposit to secure your wedding date it will not be refunded if you cancel. In the event you cancel your trial date with me after paying your second installment another date will be offered where possible.

If you do not require another date you won't receive a refund. If for what ever reason you are not satisfied with the service me or my assistants 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.

Full day service

When purchasing my all day service, I require a room where I can keep my kit secure and a place to set up. 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 £40. I will be on hand up until 8pm.

Long distance & bad weather

If your wedding venue/ location is more than 2hours drive from the areas I cover, an over night stay will be required and needs to be paid for.

If timings work out before 5am to get all members ready, accommodation the night before will need to be discussed.

In the event of serve weather conditions and if I can get to you the night before your wedding, an over night stay will also be required. In the event I cannot get to you because of adverse weather conditions or conditions that may be dangerous, you will be refunded for your wedding day makeup/hair.. If the weather is the cause of your wedding being postponed and your new date is not available in my assistant or my diary I will do my best to find a well suited makeup artist for you, in the event I can not provide this you will be refunded for your wedding day services.

Sudden death/ illness

In the unlikely event that I am hospitalized or have a sudden 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.

Lashes

Lashes used on a trial will be re used on your wedding day, if you misplace them or forget to bring them on the day, don't worry I have plenty spares with me but you will be charged full price for another pair.

Photography & social media

I always appreciate a before photo from clients as this really does help to show case my work, if you feel uncomfortable sharing this with me I 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.

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

Natalie x