

Terms & Conditions

Please take note of the following important TERMS & CONDITIONS when booking me, the makeup artist through Glam by Denna We encourage you to read these User Terms carefully as they are a legal document and, upon making your booking, you agree to be bound by these User Terms.

*It is the responsibility of the client who books to understand, agree and be responsible for all booking conditions, including all payments being made by the specified dates.

Timing:

- Time management is of the essence therefore adherence to booking times is critical in ensuring that Glam by Denna delivers the service you expect and will be strictly adhered to. Should unforeseen circumstances arise, the onus is on the bride/client to advise Denna as soon as practical. Glam by Denna is not responsible if desired completion time is not met due to client/group/wedding party delays.
- On completion of your trial Glam by Denna will request your ideal completion time to establish an exact timeline to structure other bookings/business opportunities around your allocated timeframe. Failure to provide information necessary to establish your timeline at least one week prior to your booking date will be viewed as your cancellation of the booking. Please be mindful of the two weeks prior to your booking as Glam by Denna will only send correspondence once requesting information and is not responsible for lack of communication resulting from missed emails/texts/voicemails or messages (whichever you have chosen for correspondence.)
- If Glam by Denna is set back due to delays caused by you or your group/wedding party, and if we are requested and required to overstay, (provided we are able to stay pending our other appointments), the client will lose time of the service. For example, if it takes an hour to do the makeup and a client shows up 10 minutes late, I will only complete the makeup application in 50 minutes.
- If you have a particular schedule, please advise this at the time of booking or as soon as possible so we can take this into account when allocating our bookings.
- Glam by Denna timing varies depending on the individual artist, the service required and technical individual requirements of the client. When allocating service duration for wedding/group bookings Glam by Denna bases this on the usual time required for such artists.

Pricing:

- Please note that all prices are subject to change. If you have already paid a security deposit then you retain the rates invoiced at the time of booking for the respective booking.
- The security deposit amount is considered the trial wedding makeup (\$100) for brides and 30% of the total amount of the service for regular clients. The remainder of the amount must be paid

two weeks in advance of the service date or the client risks the appointment being unattended. We do not hold any bookings that have not paid their security deposit.

Bookings & Trials:

- Bookings are subject to availability; please contact Denna Warrayat to confirm availability. In order to secure your general/trial booking you will be required to pay a non-refundable and non-transferable security deposit, which is deducted from the total cost of the booking and will not be refundable or transferable under any circumstances.

- If you are more than 15 minutes late to your appointment it will be cancelled with no refund offered.

- Trials included in both bridal packages is for one person for a 60 minute appointment that is equivalent to producing one makeup look with very minimal changes.

- An extended trial is also available and is a 1hr 30 minute appointment which is equivalent to producing two makeup looks in one sitting (style pending) or one makeup look with major tweaks/changes - extended trial pricing available upon request.

- An extended trial for makeup does not fully remove the makeup base for the second look; the only removal and replacement to the second look is to the eyes, brows and lips, and only one set of lashes are used for both looks. If you'd like to try a second lash style it is an extra \$10. It is recommended that you bring a similar photo example for clarity if available.

- Glam by Denna DOES NOT accept bookings where another makeup artist is working for the same event.

- We require approximately half a 2 person dining table to set up.

PLEASE NOTE - we will not be able to complete services outdoors due to wind, temperature and unsuitable lighting, if this is the only available space results may vary and are not guaranteed.

Service & Office Hours:

- Our usual service hours are 7 days by appointment. Weekdays are from 5pm-11pm. Weekends are 12:00pm-6pm.

- Any service bookings that require us to start or commence travel outside of these hours will be subject to a charge of \$40 per 30 minutes per artist required to work outside of these hours.

Payments:

- The client scheduling the booking will be responsible for full payment of all services in the event that other people in the wedding party/group do not pay their portion.

- Payment is to be made by Zelle, CashApp, Venmo, or cash. Please allow at least 2 business days for electronic funds to clear. Electronic payments that do not clear 14 days prior to your booking date will not be accepted as payment of the respective invoice.

- Appointments are only tentatively held for 7 days from the time and date the invoice was issued. After this the appointment may be voided if a security deposit has not been received by Glam by Denna and offered to another interested party without prior notice. If you are having difficulty viewing, receiving or paying an invoice, please contact Denna immediately. We recommended that able clients send a transaction receipt as proof of payment.

- Secured bookings which are not paid in full by the due date (full payment the day of appointment), risk termination and will not be attended. Failure to pay the full due balance may result in a final letter of demand which will be emailed to the address supplied, which if after seven days of this letter being sent full payment is still not made, we will pursue legal action to retrieve those funds plus late payment interest of 7.4% per month overdue and any legal fees we incur whilst trying to recover the monies owed to us.

Please note that service will not be provided without payment in full the day of the event.

Refunds:

- Glam by Denna does not offer refunds for any completed services; therefore, if you are in any way dissatisfied, the onus is on the client to notify the artist(s) whilst on location.

- The security deposit is strictly non-refundable and non-transferrable. There are no refunds of any monies paid toward any bookings where there has been any partial/full cancellation made within the two-month period leading up to the booking/wedding date.

- 60 days notice must be given if you wish to cancel or reschedule a group or wedding booking. Failure to do so may mean you will be charged the full cost of the booking.

Cancellations:

- Please confirm your numbers carefully at the time of your booking, as we don't offer any reductions at any time for makeup services. Should someone in your wedding/group booking cancel at any time they are welcome to be replaced with someone else, e.g. a guest or relative.

- You will be charged the full amount of the service since the booking duration on the requested date has been specifically allocated to you which results in lost earnings/bookings for us. It is your responsibility as the client to communicate and make the other parties aware of our rates and terms of service. Cancellations without the aforementioned prior notice (two months) will be charged the full cost of the booking. All security deposits are strictly non-refundable and non-transferrable. This also applies to weddings that have been cancelled due to personal relationship or financial changes.

- Cancellation of any booking by you must be communicated in writing, by post or email and

will only be confirmed upon receipt of this. The complete security deposit will be retained by us regardless of notice given due to administration and loss of other bookings caused by allocating your appointment.

- Failure to follow terms and conditions resulting in inability to confirm schedule, address, or other relevant information in the respective timeframes will be viewed as your cancellation of the booking with no refund offered.

Travel/Parking Fees:

- A travel fee may be incurred if your booking is outside of a 10 mile radius of Atlanta, Georgia at a rate of \$1 per mile return. If in the event that any hotel/motel and parking fees are incurred as result of the location of the booking, these will be passed on to the client. If onsite parking is not available you must notify Denna immediately so other arrangements can be made.

- Please be aware that parking delays caused by the client may result in the artists inability to start the service on time, finish the total service booked or get to the service at all. We recommend that onsite parking be provided to us to avoid disappointment.

- Service address must be provided at the time of booking to accurately charge for travel. Where this isn't possible a suburb must be provided and exact location no less than two weeks in advance so travel fees may be updated. Where location is not provided with adequate time for final payment to be made within the timeframe above (day of event) your booking will be cancelled with no refund offered.

On site client add ons:

- If any additional people require makeup on the day, but do not have a booking, this is not normally a problem and payment can be in cash at the time of the appointment prior to us starting the service. It is recommended to give Denna notice if others in attendance want makeup so arrangements can be made. Glam by Denna recommends that numbers for makeup are confirmed in advance to avoid potential disappointment where we may not be able to cater to extras.

Exclusions:

- Flower Girl makeups that have been offered on a complimentary basis are for girls aged 12 years or younger and only include face moisturize, eye shimmer, powder blush and lip balm/gloss application only. Junior Bridesmaid makeup is for girls aged 13 - 15 years includes light foundation and concealing, blush, mascara, light eye shadow, highlighter and lip gloss only. Any other required applications will be charged for at the current "per person" rate.

- Full makeup includes the usual applications to the face area and neck. Any other required applications will not be serviced including but not limited to the back, chest and remainder of the

body, particularly where extensive works and product applications are required.

- Additional requests such as glitters, specialty lashes, gemstones, bold/unusual pigments and other special mediums need to be requested in advance. We do not carry specialty items unless requested. Please provide ample notice so arrangements can be made. Tattoo coverage will not be serviced.

Health & Safety:

- Glam by Denna is not, under any circumstances, responsible for any allergic reactions to products used. The onus is on the client to give advance notification to Denna Warrayat if you or any of your group/wedding party have particular hypersensitivity that you are aware of. Should you bring your own product that you are familiar with, then Denna would be happy to use the product. We cannot make guarantees surrounding quality for product(s) you supply for us to use.

- I, Denna Warrayat, reserve the right to refuse service on any clients displaying contagious viral symptoms including but not limited to vomiting, diarrhea and suspicious rash or Cold Sores to ensure health of our staff and our other clients.

- Children in attendance of the booking are to be supervised by a responsible adult at all times. Glam by Denna accepts no liability from any claims arising from any children's injury while in the service area.

Other:

- Damages, theft or contamination to Glam by Denna's property caused by any person, (including children), require on the spot compensation of equipment plus shipping costs of that equipment. This applies to damaged or contaminated items. As children cannot compensate, their responsible adult, (or The Client), will be held responsible for on the spot compensation.

- In the event that the original scheduled artist (me) is not able to attend the appointment to provide makeup services on the scheduled booking date, the limit of liability is a full refund of all monies already paid for the makeup for the affected date only.

- We do our best to ensure the products we use at a trial are also used on the wedding day but please be aware that there are situations beyond our control that may prevent this, such as a supplier discontinuing a product or a supplier delay in restocking a product. We will always aim to replace the product with something similar.

- Clients acknowledge that Glam by Denna may use any photographs or images taken for portfolio, website and any promotions.

Medical Disclaimer:

The contents and advice on this site are for general informational purposes only and should not be substituted for seeking the advice of a medical professional. We accept no liability for any

claims arising out of the misuse, allergic reactions, or any injury suffered with the consenting use of the products and equipment offered by Glam by Denna. By making a booking with us you acknowledge and accept this policy and release us from any liability if such a situation should arise.

The client understands that once they pay the booking deposit, they are legally bound by this document.