



TERMS AND CONDITIONS

IMPORTANT: Coronavirus (COVID-19) information and update.

Trials, weddings, editorial and occasion bookings.

Helen is currently unable to perform any makeup application due to the current restrictions. As soon as these are lifted she will resume practice in-line with government guidelines.

Wedding Postponement due to COVID-19

In the event of your wedding is postponed due to COVID-19, either by your venue, or government guidelines, your makeup booking fee and monies paid so far **WILL BE TRANSFERABLE** to your new date.

This is of course only subject to Helen's availability, so in this incidence **PLEASE DO CHECK HER AVAILABILITY BEFORE BOOKING A NEW DATE** to avoid forfeiting your booking fee.

Wedding Cancellation due to COVID-19

In the event of a complete cancellation due to COVID-19 Helen's usual percentage cancellation charges will not apply, however all booking fees and charges for work done (trials etc) will be retained by Helen Lee.

If Helen is unable to attend your wedding day due to either her contraction of COVID-19 or the need for her to self-isolate she we endeavour to find a makeup artist she personally recommends to act as replacement. If she is unable to do so, 100% of the wedding day costs will be refunded to you.

BOOKING

Firstly, please contact "Helen Lee" to confirm your chosen date. Helen will need to know the address of the home or venue where you would like her to attend on the morning of the wedding, the time of the wedding, a contact telephone number and approximate numbers of people requiring make up.

MINIMUM NUMBERS

Minimum numbers apply to the following dates throughout the year: Saturdays April- October- Bride plus 3 additional adults. Fridays and Sundays April- October: Bride plus 2 additional adults. All other dates: No minimum number. Smaller wedding parties will incur a supplementary charge

BOOKING FEE

A non refundable deposit is required of £50.00 to reserve your date when booking "Helen Lee". (When booking a member of her team an additional £25 deposit is required upon booking). Your booking fee will be deducted from your outstanding balance. Failure to pay this within 3 days of your enquiry your date will result in your date being released. Booking fees are refundable only if the client is unhappy with her trial and this is mentioned within 3 days of the trial taking place.

PAYMENT OF FINAL BALANCE

The final balance for your wedding day can be paid either in advance (up to 7 days before) by bank transfer, or by cash on the day.

TRIALS

Trials can be paid for on the day of the trial or in advance. Trials take place at my home address in Maidstone, Kent. Trials take approximately 1.5 - 2 hours for the bride plus an extra hour per additional person. Helen only allows the allocated time for trial appointments so late arrival will unfortunately result in a reduction of treatment time. Helen is available for trials 7 days a week November- March, and weekdays only April- October

WEDDING DAY TRAVEL EXPENSES

Although Helen's prices **INCLUDE TRAVEL** to within a 20 mile radius of Maidstone, Kent, please be aware a 40p per mile extra charge will be applicable if outside a 20 mile radius of Maidstone. Distances exceeding 75 miles will require an overnight stay the night before the wedding- this will be added to your total costs.

CANCELLATIONS

Cancellations for secured appointments will incur the following charges:

Less than 2 weeks notice: 100% Charge will apply, Less than 6 weeks notice: 50% Charge will apply, Over 6 weeks notice: No further charges will apply excluding £50.00 booking fee already paid

In the event of the wedding being postponed, all reasonable attempts will be made by the Helen to accommodate the new booking arrangements made by the Client. However, if for any reason she is not able to accommodate the new arrangements this will be considered a cancellation and the above charges will apply.

ADDITIONAL TERMS AND CONDITIONS

Should Helen need to cancel your Bridal Day Makeup due to illness etc, then she will endeavour to locate a replacement MUA, who she personally recommends to cover your event. If this is not possible 100% refund of the wedding day cost will be given to you.

Should she need to cancel you appointment, due to the following unforeseen circumstances: weather condition, personal accident, family bereavement, she will endeavour to locate a replacement MUA to cover your event. If this is not possible 100% refund will be given to you.

If any photographs are taken of by Helen at the trial/or at the Wedding Date – then she reserves the right to use these images in her website gallery and social media www.facebook.com/helenleemakeup , www.instagram.com/helenleemua

Helen is unable to apply makeup to anyone who has had contagious vomiting or diarrhoea in the previous 48 hour period. She is also unable to apply makeup to coldsores (however this can usually be worked around) or eyes with infectious eye conditions due to the possibility of contamination of her kit.