

Zoe Hoskins Makeup Services – Client Policies & Terms

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1. Terms & Conditions (T&Cs)

Services

- Professional makeup services for bridal, prom, special occasions, lessons, photoshoots/editorial.
- Services suitable for all skin types, tones, and ages.
- Solo artist: additional artist may be arranged for groups of 4+, fees apply.
- Only professional-grade, sanitised products and tools are used.

Booking & Deposits

- Bookings secured on a first-come, first-served basis upon signed agreement and deposit.
- Deposits are non-refundable and non-transferable.
- Booking is confirmed only once the deposit/payment is received.

Payments

- Prices are subject to change.
- Payments accepted via bank transfer, cash, or other agreed methods.
- Full payment is required for lessons, photoshoots, and trials unless stated.

Cancellations & Late Arrivals

- General cancellations: minimum 14 days' notice.
- Short notice (<48h): remaining balance may still be due.
- Late arrivals: 15-minute grace period; £50 fee or appointment shortened/cancelled after.

Bridal Trials & Touch-Ups

- Trials are recommended 6–12 months before the wedding.
- Trial fees are non-refundable.
- Touch-ups available; self-refresh products may be provided.

Travel & Additional Fees

- Travel within the UK is included; destination bookings incur additional costs.
- Parking/valet costs are the responsibility of the client.
- Appointments before 8:00 AM may incur an early morning fee.

Health & Liability

- Clients must disclose allergies, skin conditions, and sensitivities.
- Zoe is not liable for reactions if info withheld.
- Clean workspace, access to outlets, lighting, and a chair are required.

Portfolio & Social Media

- Photos may be taken unless the client requests otherwise.

Governing Law

- UK law applies; disputes resolved in UK courts.

2. Privacy Policy

Data Collected

- Name, contact info, booking/payment details, photos (with consent), inspiration boards.

How Data is Used

- Process bookings, communicate updates, and deliver services.
- Marketing only with consent.
- Photos for portfolio/social media, unless requested not to.

Data Protection

- Stored securely; not shared except legally required.
- Clients can request deletion at any time.

Cookies & Website Use

- Cookies may be used to improve the experience.
- No personal data collected without consent.

Client Rights

- Access, update, or delete personal info.
- Withdraw consent for data processing at any time.

3. Terms of Business

Booking & Deposit Policy

- Bridal bookings: 50% non-refundable deposit to secure date.
- Trial deposits: £10 to secure, £10 on trial day.
- Other services: 50% deposit unless full payment is requested.

Payment

- Full balance due on the day of the appointment/wedding.
- Bank transfer preferred; cash accepted with proof.

Cancellation & Refunds

- ≥ 14 days' notice: deposit non-refundable.
- < 48 h notice: remaining balance may apply.
- In case of illness/emergency: replacement artist arranged or refund issued.

Appointment Preparation

- Arrive with clean, moisturised, makeup-free skin.
- Loose-fitting/button-down tops recommended.
- Avoid facials, waxing, and intensive treatments just before the appointment.
- Inspiration photos encouraged.

On-the-Day Service

- Zoe will arrive 15–30 minutes early.
- Bridal application ~90 mins; additional party ~50 mins each.
- Timeline prepared for smooth group flow; bride ideally finished before photographer.
- Hair recommendations available if needed.

Travel, Assistant & Additional Fees

- Standard UK travel includes destination travel, which may incur an extra charge.
- Assistant fee for groups of 4+.
- Early morning starts may incur an additional fee.

Liability

- Zoe not responsible for undisclosed allergies/conditions.
- Professional standards maintained; results may vary by skin type/condition.

Acknowledgment:

By booking a service with Zoe Hoskins Makeup Services, you confirm that you have read, understood, and agree to these Terms & Conditions, Privacy Policy, and Terms of Business.