

MAKEUP *by* ERICA

TERMS & CONDITIONS | AGREEMENT BOOKING POLICY

IN-STUDIO SCHEDULING

► **Rates** listed on MAKEUP BY ERICA's 'Schedule' page, provided in quotation and written or verbally stated in emails/direct messaging/text messaging and/or phone and in-person discussions **are all subject to HST.**

► Makeup services are provided at Erica's personal location/makeup studio located in Vaughan – 7777 Weston Road, Unit# 166, Vaughan, L4L 0G9.

When scheduling an appointment online [[Book Appointment — Makeup By Erica](#)] all bookings/scheduled appointments pertain to take place at MAKEUP BY ERICA. {**IN-STUDIO**}

► A \$52.50 booking fee is required upon booking or scheduling an appointment through MAKEUP BY ERICA's online {in-studio} calendar... [[Book Appointment — Makeup By Erica](#)] - **applies only when bookings are made for standard IN-STUDIO appointments, excluding mobile makeup services for special occasion "group" bookings and/or bridal + bridal party mobile makeup reservations – 3 people or more).**

MOBILE SERVICE/RESERVATIONS

► ***Mobile makeup service/reservations cannot be scheduled online; online scheduling pertains to in-studio service appointments only.***

► While mobile makeup services may be optional given Erica's availability, the booking process requires further information provided by the client (in reference to an initial service request or inquiry). Scheduling a mobile service shall abide by submitting a detailed inquiry form through a separate link [[Makeup Application — Makeup By Erica](#)] in correspondence to a client or individual requesting 'mobile' makeup service for any special occasion including bridal + bridal party reservations requesting to have makeup done at their own preferred location outside of Erica's studio - MAKEUP BY ERICA.

► **Mobile makeup services and reservations** for any special occasion including wedding makeup service {bridal + bridal party makeup service} **require a minimum 3-person application booking.** Mobile services cannot be provided for 2 people or less; must be 3 makeup applications or more.

► **A travel fee will apply if requesting makeup service at a location other than MAKEUP BY ERICA.** A travel fee will be quoted based on the address of location provided when submitting a detailed inquiry form through [[Makeup Application — Makeup By Erica](#)]. If there shall be any parking/toll fees when requesting mobile makeup service, these are to be advised of or notified to Erica prior and paid for by the client or person who has booked the service. If a public parking of any sort requires a fee within an area or upon a location in which the client has requested MAKEUP BY ERICA to travel and provide mobile makeup service, a receipt or ticket will be brought to the client's attention in which shall be paid for or will be added to balance owing/final cost of mobile makeup service.

► **Each person included in a booking reservation undergoing a makeup or hair service by Erica shall incur a \$10.00 surcharge for each individual "mobile" service type.**

Example-A: 1 person requesting 1 x \$85 hair style + 1 x \$150 makeup application - \$10 fee will be added to the cost of each personal service. The subtotal cost results as \$255.

(2 services X \$10.00 = additional \$20.00 aside from each service cost.)

Example-B: 1 person requesting 1 x \$150 makeup application, 2 people requesting 1 x \$130 makeup application + 1 x \$85 hair style. The subtotal results as \$630.

(5 services X \$10.00 = additional \$50.00 aside from each service cost.)

PAYMENT

► Any service costs owing to a booking reservation, remaining payments or outstanding balances may be paid within 72 hours leading up to scheduled date/time of MAKEUP BY ERICA booking reservation and/or client's event.

As stated in the confirmed booking reservation, any outstanding payments/balances corresponding to the final cost of provided service by MAKEUP BY ERICA is due upon the date/time of booking reservation or scheduled personal service. Final costs or outstanding balances may be paid by debit/credit (small fees may apply) or advanced email transfer in which subtotal of services shall be subject to HST.

► **CASH payments are accepted.** In the event each individual of a group reservation or if a bridal party member wishes to pay in cash, the person responsible for completing the initial booking reservation (i.e., bride, maid of honor, friend/family member, etc.,) will be responsible for collection of cash payments from each person included in the reservation whom in which had scheduled and/or completed a makeup service with Erica. (The person responsible or in charge of booking reservation will have their name stated in the booking reservation when quoted and confirmed though email).

If a booking reservation shows for an outstanding balance, the remaining costs/payment shall be made and PAID IN FULL upon completion of services.

BRIDAL PARTY / GROUP RESERVATIONS

► Bridal + Bridal party {in-studio/mobile} booking reservations abide on a first come-first serve basis while a non-refundable/non-transferable booking deposit must be received in correspondence to secure any in-studio or mobile makeup service. Therefore, if a client or individual is taking time to decide, delaying, or postponing their decision of booking even after a quotation has been provided by Erica and another individual or client decides, confirms, and proceeds to act upon a booking request sooner than the other, the individual whom in which is ready and proceeds to finalize a pending booking prior to other will obtain and claim the time/date upon request.

Example: Client 1 requests date/time for makeup service hours, days, or weeks before Client 2 happens to request the same date/time shortly after. However, Client 2 wishes to proceed and finalize a booking just moments before Client 1 *has* decided... the booking request is obligated to finalize with Client 2.

In this case, a *similar* situation may occur when arranging in-studio appointment requests and mobile makeup service requests. If a group booking reservation or bridal/bridal party booking reservation has not been finalized (incompletion of a booking reservation due to a delayed response from either the client, Erica, or because a required security deposit was not made to complete or finalize a mobile/group booking request) while an individual directly visits MAKEUP BY ERICA's online calendar to schedule an in-studio appointment prior to the finalization of a service request in which still remains open...unfortunately, the time frame may be lost in which the individual booking online has taken account to claim the time/date which had initially been open and available to reserve in the meantime.

► Requests for special occasion group applications and/or mobile reservations including wedding makeup service reservations {bridal + bridal party makeup applications} require a minimum 3-person application booking and a deposit to secure the time/date requested. **Mobile makeup reservations for groups larger than 3 people can only be completed once a deposit has been made. Erica is unable to provide mobile service for only 1 or 2 people requesting to book.** In the event there are 2 or less makeup applications being requested for mobile makeup service, Erica may suggest to ask a 3rd person who may be interested in order for her to travel. Otherwise, the 1 or 2 individuals initially interested in mobile service may visit MAKEUP BY ERICA's online {in-studio} calendar [[Book Appointment — Makeup By Erica](#)] to schedule an in-studio appointment.

► Erica cannot guarantee availability to individuals or brides who have not scheduled, confirmed, or finalized a pending booking request for group makeup service/bridal + bridal party makeup service both mobile or in-studio even if a discussion regarding booking occurred through phone/messaging/email + provided quote stating availability while a security deposit or form a payment reserving a date/time had not yet been made. **Only a written or verbal agreement WITH A DEPOSIT AND CONFIRMED BOOKING RESERVATION secures Erica's availability.**

► Erica cannot guarantee availability of any service type and booking reservation if a deposit has not yet been provided by the individual or client interested in making the reservation. Also, Erica cannot hold or reserve a specific date or time frame for any individual or client without a deposit even if a quotation or information in regards to scheduling a service had been provided or discussed. (Some clients may be eager to reserve a date/time simply to guarantee Erica's availability prior to even receiving

further information and booking terms – considerable option for clients in which Erica *may* accept and/or allow for.)

► MAKEUP BY ERICA is a makeup studio solely operated by Erica herself; no team of artists or others working alongside of Erica. Therefore, Erica provides makeup services independently. If an assistant or secondary makeup artist is required due to 6 or more requested makeup applications, Erica will not provide an assistant or secondary makeup artist in order to complete larger bridal parties – 7 people or more. Also, Erica will not source or hire another artist/company on behalf of the individual or client inquiring services of MAKEUP BY ERICA. The client or individual inquiring makeup service must source their own secondary, third artist or company on their own time and terms if requesting more than 6 makeup applications to be completed for a specific time in which they intend to have all applications completed by.

Erica can only complete 6-7 makeup applications per booking reservation. As stated above, the client or person interested in a MAKEUP BY ERICA booking reservation must make their own arrangements in regards to sourcing and/or hiring a secondary artist or company to complete the remainder of individuals in group/party in which Erica is unable to accommodate.

► MAKEUP BY ERICA clients who have hired or plan to outsource any hair stylist(s), makeup artist(s), or company are more than welcome to work at the MAKEUP BY ERICA studio but shall incur an additional charge and must abide by MAKEUP BY ERICA's business policies, terms and conditions.

For each person or group member undergoing makeup, hair or any personalized service from an outsourced party (i.e., hairstylist/makeup artist/company (individual(s) the client hires who does not work for or with Erica), these bookings shall incur a charge of \$40 per person.

MAKEUP BY ERICA does not assume or hold responsibility for any damages or claims for services provided by an outsourced party. The client and outsourced party will be held accountable for any damages made to the MAKEUP BY ERICA studio. It is the responsibility of the client to ensure that their hired outsourced party(s) read and review MAKEUP BY ERICA's business policies, terms and conditions. A written contract/acknowledgement form will be provided to the outsourced party to be signed before any services can be commence within the studio.

The fee outlined will cover the for use of space, cleaning and sterilization of the studio following the appointment. The fee will be added to the grand total or remaining balance of the existing booking reservation.

► In the case an emergency arises (example: Covid-19, extreme sickness/virus, accidents, natural disasters or any other reasons out of our control that may arise) and Erica is unable to provide makeup services for an event or occasion you have initially scheduled, a full refund of the deposit will be returned to the client or individual whom in which had scheduled the booking reservation and provided any form of payment or deposit.

► Erica cannot guarantee or be held accountable for any allergic reactions, or any complications from makeup applications (this is why we have the trial and discuss the importance of any concerns prior to booking). Please advise any concerns or allergies upon booking (do not wait until time of appointment to notify Erica. All concerns must be noted well in advance, not last minute or a few days/hours leading up to the time of scheduled booking or appointment).

► **All bookings scheduled prior to 8:00 am will incur a \$30 fee per every half-hour. These rates apply when both visiting Erica's location and/or when having requested mobile makeup service (including trials).**

► Once a deposit has been made, no services can be deducted from the invoice or booking reservation. However, a service or additional application may be added only if timing allows for it. After a deposit has been received by Erica – Makeup by Erica, it is non-refundable and non-transferable under any circumstances leading up to your scheduled booking or appointment.

► All photos taken by MAKEUP BY ERICA (Erica, assistant or persona photographer), or shall be subjected for promotional use (i.e., social media, portfolio, website, magazine/ads, etc.,).

TRIAL POLICY:

- ▶ Trials are only offered Monday-Sunday by appointment at Erica's location/studio (6pm being the last appointment available since trials may run anywhere from 1-3 hours depending on what's getting done). Prices are subjected to regular makeup application rates where it shall be considered as a standard appointment without any consultation – except bridal trials. Bridal trials will be subjected to bridal makeup applications prices.
- ▶ Booking a trial does not secure your wedding date & time; only a deposit, and/or written agreement will. Also, a signed-back contract or signature *may* be requested by Erica or other staff member of Erica's. Trials are not complementary and will be considered as a standard scheduled appointment. Also, trials would not be applicable to the final cost and/or total on the wedding day.
- ▶ If anyone else in the wedding party would like to have a trial it would be subjected to 'Premium Soft-Glam/Full-Glam Makeup Applications/Bridal + Bridal Party Makeup Applications' rates. They may visit may visit MAKEUP BY ERICA's online {in-studio} calendar [[Book Appointment — Makeup By Erica](#)] to schedule an in-studio appointment.
- ▶ **A 48-hour cancellation notice is required for ALL trials or scheduled appointment(s).** Therefore, the client may be charged a no-show or cancellation fee – for this reason a deposit may or will be required prior or upon booking or scheduling appointment(s) both in-studio or mobile – this applies to when booking with Erica or administrative assistant as well. Payment options include: cash, credit and/or e-transfer.

Thank you for choosing
MAKEUP *by* ERICA