

JENNY OJO

Terms & Conditions

It is the responsibility of the named person on the booking form to understand, agree, and accept responsibility for all booking conditions, including all payments due by specified dates. By proceeding to pay a booking fee, you accept that you are entering into a contract and you agree to be bound by these conditions.

Deposits and Payments

Should you wish to book makeup services prior to a trial, immediate payment of a non-refundable booking fee is required before a date will be held. This is a booking fee of 50% of the total amount due or £100 whichever is the lesser amount. Any up front fee paid is deducted from the final balance for your wedding morning and is not an upfront payment for trials. Should you wish to have a trial before booking in for your wedding day please note that the non refundable booking fee will need to be paid within 7 days post trial to secure the date. Trial costs are due at the time of the trial, or prior, this can be paid in cash or bank transfer. A £25 non-refundable booking fee to hold a trial date is required, which will be deducted off your trial payment. The full balance of your wedding day is due 7 days prior to the date. Should no payment be received we have the right to cancel all services for your wedding date.

Holding Dates

I am aware that on occasion clients may wish to have a trial before committing to booking my services for the wedding day. I am happy to accommodate this but please be aware that booking a trial date does NOT secure your wedding day date unless the booking fee for the wedding date has been paid. Once you have checked availability for your wedding date and agreed and paid the booking fee for your trial, your wedding day will be PENCILLED in my diary. I will keep you updated of any other enquiries for your wedding date but I do work on a first come first served basis. Once the trial is completed to secure the wedding day date as (detailed above) a non refundable booking fee is required within 7 days.

Travel Expenses - Trial and Wedding Day

Travel expenses are calculated on mileage for a return journey to the location you are getting ready at. Up to 20 miles of travel is included in your booking free of charge. Additional miles will be charged at £0.50 per mile for the journey (return inc.). Mileage is calculated from TW16. You will be expected to cover all costs for hotel accommodation where it is not practical to travel on the day of your wedding i.e. limited time available, or severe weather conditions have been forecast. Any parking or congestion charges should be paid by the client. Travel into central London Zones are charged at £50.

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Trials

Trials are recommended for every member of your bridal party but I do not accept wedding bookings without a trial for the Bride. Without a trial I will not accept responsibility if a desired style or look does not meet expectations on the wedding day and a refund will not be offered. Prior notice must be given if you wish to cancel part of, or reschedule, an appointment. In the likely event that we have turned away alternative bookings to accommodate your trial and you then cancel we reserve the right to retain your £25 booking fee. We also reserve the right to cancel a booking following a trial, in circumstances where they are incompatible. We strive to ensure that all participants are happy with the results of a trial before they leave, however, in the unlikely event that you, or any of your bridal party, decide after your trial that you are not satisfied, you are asked to contact us immediately so that we can resolve the matter, book you in for another trial, or suggest other options.

If you cancel or change your booking

All contact, whether it be general enquiries or changes to a booking, must be from the client/bride only. Changes to your booking by adding another person onto your original booking can only be accepted if time/resources allow on your wedding day and we will require prior notice. Adding extra people/flower girls on the day, without prior warning, may jeopardise the timing schedule that has been created and may mean that the work is not completed in time. You are required to give a minimum of 3 months notice should you wish to reduce numbers or services booked on your wedding day (subject to minimum booking terms). After such time the full amount for services cancelled will still be payable. All payments are the responsibility of the client named on the booking form. In the unfortunate event that you have to cancel your booking completely we require a minimum of 3 months notice. After such time the full amount will still be payable by the specified date. Booking fees are non refundable. Should no payment be received we will proceed with legal action to recover losses.

If I/we cancel or change your booking

In the extremely unlikely event that we cannot attend on the day of your wedding due to unforeseen and unfortunate events or circumstances, all payments will be immediately refunded (including the booking fee). We will work with you to find an alternative reputable stylist/artist or salon to cater for your requirements however; any such booking will remain solely the responsibility of yourself.

If a member of our team is made to feel uncomfortable in anyway, or mistreated, or if anyone becomes abusive/violent or displays any offensive behaviour, we have the right to cancel the contract without refund. In the event of extreme weather conditions where the 'Met office' has issued a 'Red' warning, we reserve the right to cancel your booking. We will refund all monies as a gesture of goodwill, excluding trial costs and booking fees.

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In the event of delays experienced on the day

Please ensure all members of the bridal party know their allocated time slot. We cannot be held responsible if a member misses their time slot. All those involved in the makeup services should have a trial prior to the event, in cases in which they cannot have one we will not be held responsible if expectations are not met due to not having a trial.

Client obligations - trial & wedding day

You must ensure that our team will be working in a suitable environment with adequate lighting, electricity points, and hand washing facilities. Please ensure every member of your party is aware of timings on the day and that they need to be, and remain, available at that stated time. You are to inform us of any allergies prior to any makeup application and if applicable any reactions that may have resulted after the trial. If no known allergies are stated we cannot be held liable for any reactions, injuries, losses, damage, costs, claims and actions that may occur to you or any other member of your party. On the wedding day prior to having makeup applied please make sure you are make-up free, (we will prep your skin.) On a wedding day, time is often of the essence.

Photography & image copyright

It is imperative that Jenny Ojo continues to update her portfolio and demonstrates her work to future prospective brides. Please let us know in advance if you do not wish to be photographed or if you are not happy for us to use your images for marketing purposes. We do show images from your trial dates on social media accounts but you can request not to be tagged in those pictures if you prefer. We often request a 'before & after' photo but are very understanding if you do not wish to participate in them. We are happy to be photographed on your wedding morning however, any photo image incorporating our team in action on the Internet or on any other advertisement, must make reference or credit us as the Makeup Artists.

Thank you for your understanding and cooperation. If you have any further questions please contact us.

We very much look forward to working with you and creating a memorable and beautiful day!

