

RETAINER POLICY - WEDDINGS:

To secure a date, a signed contract is required with a 50% retainer due at the time of signing. The retainer is non-refundable and non-transferable. Please be advised, dates and scheduled makeup times will only be reserved when a signed contract and retainer are received. Your retainer will be non-refundable for reasons including but not limited to; cancellation of wedding, date change, change in services, weather, sickness, etc.

APPOINTMENT POLICY:

Due to our busy schedules and working by appointment only we require partial payment up front. To secure an appointment, you must pay for half of the appointment price when booking to hold your spot. Please be advised, dates and scheduled makeup appointments will only be reserved when the 50% payment is made. Your payment will be non-refundable if you cancel your appointment for any reason. Under special circumstances your payment will be refunded at the discretion of RDGmakeup.

PAYMENT POLICY - WEDDINGS:

Payment is expected in full on or before thirty (30) days before event date payable by Cash/Venmo/Paypal/Credit Card for the remaining balance. In the event that the event date is booked less than 2 months before, the full balance is due at the time of booking with Cash or Card. If the Client has an outstanding balance on the wedding day services will NOT be rendered.

LATE POLICY - WEDDINGS OR REGULAR APPOINTMENTS:

A late fee of \$25 will be charged for every 15 mins of delay when a client is late for a scheduled appointment time, or if scheduled makeup time exceeds allotted times because of Client delays. This will be paid for in cash before the Artist or client leaves.

In the event of a group booked party (i.e. wedding), if the Client (or anyone in your party) is late on the event date that time is deducted from that appointment time. If the Artist is not finished at the end of the allotted time because of tardiness the Artist will have to start the next client. If the Artist has time at the end they will finish the person who was late. The Artist is not responsible for tardiness and unfinished makeup due to the Client being late. This late policy is the same for Trial Runs. This is Non-Negotiable.

PROM POLICY:

For all prom appointments a 50% non-refundable retainer is due at the time of booking. No appointments will be made until payment is received. Payments can be made online at booking. This is Non-Negotiable.

TRIAL RUN POLICY:

This is our only chance to nail the perfect look so you can go into your big day confident that we have it right. A trial run does NOT guarantee a booking. If you decide to try on your look before booking be aware that your date may be booked before or after we even do a trial. Once you have a trial run it is up to you to get in contact with us to secure your date. If you know for sure you love our work go ahead and book us and don't lose out on your date. You must have a signed contract and retainer before your date is booked.

CONTRACT POLICY:

Contract will be signed by the person booking services for a particular session, and will specify the location, date, time, number of persons receiving makeup/hair services, and what time each person will have reserved. If services for more than one person are being booked, retainer must be paid at the time of contract signing to guarantee each reservation. Due to the possibility of schedule conflicts, additional services added after contract signing or changes made to the location, date, and time of event will be done at the sole discretion of RDGmakeup. This contract is the only agreement between the person(s) booking / contracting the services of RDGmakeup. The contract with full policies will be emailed to the client and returned back to RDGmakeup with payment. This contract is void after 5 business days from the time it is emailed. If I do not receive your contract and payment within that time period then your date may be forfeited to another booking.

TRAVEL POLICY:

- Travel is included for the North Dallas Area. Locations outside of the North Dallas Area will incur a fee round trip.

CANCELLATION POLICY:

You may cancel your services at any time however; you will forfeit any and all retainers and/or payments made. In the event that an artist/stylist of RDGmakeup is unable to perform services for any reason including but not limited to sickness, accident, weather, etc., reasonable accommodations shall be made up to and including a full refund of retainers for services not provided. Full Cancellation policy in contract for bridal parties.

ADDITIONAL INFO:

- A \$100 charge will be added to weddings that have a getting ready start time earlier than 7am.
- A \$100 charge will be added to weddings booked on a holiday or holiday weekend.
- If you would like an artist to stay after the initial application it will at a rate of \$25 per artist per hour.

*****Full policies and details are in full contract for bridal clients.***