

The Gypsy Caravan

Terms & Conditions

1. Satisfaction

As a freelance makeup artist I can ensure the highest level of professionalism in my work and knowledge of my craft. I use high end - quality products and tools to ensure that you look nothing less than your very best on your special day. Whilst it is not compulsory to have a makeup trial, I do recommend that you consider a trial. In this session we can explore and experiment different styles and ideas until you are happy with the final outcome. This also ensures that any concerns are addressed and resolved before the day of the event.

2. Time Management

Confirmation of your appointment (time, date, location) is essential. Should unforeseen circumstances arise, it is the responsibility of the client to advise The Gypsy Caravan as soon as possible. The same will apply should the makeup artist experience such circumstances herself. The Gypsy Caravan's artist is not responsible if desired completion time is not met due to clients/wedding party delays.

If you have a particular schedule, please advise this at the time of booking or as soon as possible so we can take this into account when allocating our bookings. Please note that the time allocated according to each service is a rough estimation of the duration of the service. The Makeup artist does factor in an extra 15 minutes before each appointment to allow enough time to set up the makeup kit so that the appointment runs according to schedule.

3a. Pricing

Please note that all prices are subject to change. Pricing varies according to service and duration of said service. If you have already paid a security deposit then you retain the rates invoiced at the time of booking for the respective booking.

3b. Travel/Parking Fees

A travel fee may be incurred depending on distance required to travel. If in the event that any hotel/motel parking fees are incurred as result of the location of the booking, these will be added on to the quote. If onsite parking is not available you must notify The Gypsy Caravan immediately so other arrangements can be made. We recommend that onsite parking be provided to us to avoid disappointment.

4. Bookings & Trials

I am based in Bedfordview Johannesburg, but that does not mean that I am restricted to this area. I travel out to all of my client's preferred locations so that I can perform my service either in the comfort of your home or at your venue.

Please note that even though I do travel locally - I do work and travel Internationally, as my job does require me to work globally for weeks and on occasion, months on end, bookings are essential and subject to availability. Should I not be available on your requested date I have a vast network of equally professional and well equipped artists whom I know and have worked with personally who would be more than willing to assist.

In order to secure your booking you will be required to pay a non-refundable and non-transferable security deposit, which is deducted from the total cost of the booking and will not be refundable or transferable under any circumstances. The security deposit should be completed within 48 hours of the booked appointment date. There after the remaining amount paid in full on the day of the appointment.

The client risks the appointment being unattended should the full amount not be paid by agreed date. We do not hold any makeup bookings that have not paid their security deposit/full amount. Should you wish to make alternative arrangements please confer with the artist and confirm.

Trial bookings do not guarantee or secure a the makeup services for your booked date. If you would like to secure our services for your booked date you need to request our availability and ask to book this appointment specifically as we treat trials and booked days as separate appointments. We quote/invoice on a per appointment basis.



5. Bridal & Group Bookings

I am based in Bedfordview Johannesburg, but that does not mean that I am restricted to this area. I travel out to all of my client's preferred locations so that I can perform my service either in the comfort of your home or at your venue.

Please note that even though I do travel locally - I do work and travel Internationally, as my job does require me to work globally for weeks and on occasion, months on end, bookings are essential and subject to availability. Should I not be available on your requested date I have vast network of equally professional and well equipped artists whom I know and have worked with personally who would be more than willing to assist.

In order to secure your booking you will be required to pay a non-refundable and non-transferable security deposit, which is deducted from the total cost of the booking and will not be refundable or transferable under any circumstances. This is subject to either a "per person" invoice or "group/collective" invoice - this determines the security deposit cost and/or payment outcome. The security deposit should be paid within 30 days of the booked appointment date. There after the remaining amount paid in full on the day of the appointment.

The client risks the appointment being unattended should the full amount not be paid by agreed date. We do not hold any makeup bookings that have not paid their security deposit. Should you wish to make alternative arrangements please confer with the artist and confirm.

Trial bookings do not guarantee or secure a the makeup services for your booked date. If you would like to secure our services for your booked date you need to request our availability and ask to book this appointment specifically as we treat trials and booked days as separate appointments. We quote/invoice on a per appointment basis.

14 day notice must be given if you wish to cancel or reschedule a wedding/group booking. Failure to do so may mean you will be charged the full cost of the booking. We do not hold any bookings that have not paid their security deposit.



6. Service & Office Hours:

Office Hours: - Monday - Friday 9:00 to 18:00

Service Hours: - Monday - Saturday 7:00 to 19:00

: - Sundays (exception only if arranged)

*Any communication outside of Office hours will only be answered during the next open Office Hours.



7. Payment

Payment can either be paid in Cash or EFT. Please allow at least 3 business days for electronic funds to clear. Electronic payments that do not clear before the booked date without notice will run the client at risk of a terminated appointment.

Appointments are only tentatively held for 7 days from the time and date the invoice was issued. After this, the appointment may be voided if a security deposit has not been received by The Gypsy Caravan. If you are having difficulty viewing, receiving or paying an invoice, please contact The Gypsy Caravan immediately. We recommend that clients email through a Proof of Payment once payment has been made to finalize confirmation.

Secured group bookings which are not paid in full by the due date risk termination and will not be attended. We will try to reach you to remind you of payment via your email and/or phone number you have provided us with.

Failure to pay the full due balance will result in a final phone call and email of demand sent to the address & phone number supplied, which if after seven days of this email being sent full payment is still not made, we will pursue legal action to retrieve those funds plus late payment R100.00 per month overdue and any legal fees we incur whilst trying to recover the monies owed to us.

The client scheduling the booking will be responsible for full payment of all services in the event that other people in the wedding party/group do not pay their portion. For all wedding/group makeup bookings the full remaining balance is due 2 days ahead of your booking date.

Please note that service will not be provided without payment in full, prior to the day of the event.



8. Refunds

The Gypsy Caravan does not offer refunds for any completed services; therefore, if you are in any way dissatisfied, the responsibility falls on the client to notify the artist whilst on location. If you are unsure we recommend booking a trial. Trials and Makeup bookings are always treated as separate bookings, so Trial appointments do not secure wedding/other appointments. The onus is on the client to ensure they check availability, book in by requesting the appointment and paying the security deposit to avoid disappointment.

The security deposit is strictly non-refundable and non-transferrable. There are no refunds of any monies paid toward any bookings where there has been any partial/full cancellation made within the one-month period leading up to the booking/wedding date.

Cancellations

Please confirm your contact details carefully at the time of your booking to avoid disappointment. **Should someone in your wedding/group booking cancel at any time they are welcome to be replaced with someone else, e.g. a guest or relative.**

You will be charged the full amount of the service since the booking duration on the requested date has been specifically allocated to you which results in lost earnings/bookings for us.

It is your responsibility as the client to communicate and make the other parties aware of our rates and terms of service. Cancellations without the aforementioned prior notice will be charged the full cost of the booking. All security deposits are strictly non-refundable and non-transferrable. **This also applies to weddings that have been cancelled due to personal relationship or personal financial problems.**

Cancellation of any booking by you must be communicated via phone call or in the form of writing i.e text or email and will only be confirmed upon receipt of this. The complete security deposit will be retained by us regardless of notice given due to administration and loss of other bookings caused by allocating your appointment.



9. Exclusions

If any additional people require styling on the day, but do not have a booking, this is not normally a problem and payment can be in cash at the time of the appointment prior to us starting the service.

Junior makeups that have been offered on a complimentary basis are for girls aged 12 years or younger and will be limited to very basic natural makeup. Any other required applications will be charged for at the current "per person" rate, depending on how you booked us.

Additional requests such as glitters, lashes, gemstones, bold/unusual pigments and other special mediums need to be requested in advance which we will quote for. We do not carry specialty items unless requested. Please provide ample notice so arrangements can be made. Should special or tattoo coverage be required please advise The Gypsy Caravan in advance so this can be discussed for time and cost to be quoted.



10. Health & Safety

The Gypsy Caravan is not, under any circumstances, responsible for any allergic reactions to products used. The onus is on the client to give advance notification to The Gypsy Caravan if you or any of your group/wedding party have particular hypersensitivity that you are aware of. Should you bring your own product that you are familiar with, then the makeup artist would be happy to use the product. We cannot make guarantees surrounding quality for product(s) you supply for us to use.

We accept no liability for any claims arising out of the misuse, allergic reactions, or any injury suffered with the consenting use of the products and equipment offered by The Gypsy Caravan. By making a booking with us you acknowledge and accept this policy and release us from any liability if such a situation should arise.

Children in attendance of the booking are to be supervised by a responsible adult at all times. Children are not to be in the service area at any time unless they are having a service and are being supervised by a responsible adult. This is for their own safety; The Gypsy Caravan accepts no liability from any claims arising from any children's injury while in the service area.

Damages, theft or contamination to The Gypsy Caravan property caused by any person, (including children), require on the spot compensation of product. This applies to damaged or contaminated items. As children cannot compensate, their responsible adult, (or The Client), will be held responsible for on the spot compensation.