

# PRICELESS BEAUTY BRIDAL POLICIES



At Priceless Beauty, our unwavering passion and dedication drive us to deliver an exceptional customer experience. We recognize the myriad factors at play on your wedding day, and it is our responsibility to ensure that you—and your party—radiate confidence and feel your absolute best.

With a wealth of experience garnered from countless weddings, we possess the expertise to orchestrate a seamless and enjoyable pre-wedding journey. Transparency is paramount to us, as we strive to communicate our policies clearly, eliminating any potential surprises that may lead to misunderstandings or disappointment.

In the realm of beauty, we understand the significance of contributing to the feel-good and exciting moments of your wedding day. To enhance your experience, we have meticulously crafted a comprehensive bridal beauty booking and day-of policy. This not only prioritizes your needs but also respects and supports our dedicated team, ensuring they approach their work with the same passion and fairness they deserve. Clear expectations between both parties pave the way for an extraordinary experience for everyone involved.

If any aspects of the information provided below are unclear, we encourage you to schedule a phone consultation with our bridal management before finalizing the binding booking agreement. Your satisfaction is our priority, and we are committed to making your wedding day as beautiful and stress-free as possible.

## TERMS

## BOOKING SCHEDULE

### Understanding beauty schedule:

Your schedule will include a breakdown of services, which services are being completed, and by which artist. If Priceless Beauty is only providing one set of services (for example, makeup only), please pass the schedule to your hair team for their approval as well. The bride is typically scheduled in the middle or closer to the end of the booking timeslot because the bride's services will take longer than the bridal parties.

Bride: 1 to 2 hours per service

Bridal party: 45 to 60 minutes per service

Set-up time: 15 minutes

Clean-up time: 15 minutes

Buffer time (designed for mini touch-ups)



### **Revising schedule**

Our beauty coordinator will provide you with a drafted schedule at least 3 weeks before your wedding for approval. If you have any specific requests in terms of who should be with which artist or time slot, it is your responsibility to provide them in advance. You have the option to do 2 revisions to this timeline. If it impacts the timeline in regards to major start or end time changes of more than one hour, these changes will need approval from the team based on their availability.

## **LOCATION**

### **Changing location after previously provided**

If the location changes, this may impact the travel fee, your accommodation fee if applicable, your parking fees if applicable as well as the schedule. Please notify your beauty coordinator if your preparation location changes. They will communicate the request to your team and have your booking and schedule updated, assuming the team is available to do so.

Please note if your location is more than 100K away from your original location this may impact your team's availability to provide your service. We will do our best to accommodate.

### **More than one location**


If a part of your group requires services at another location, this would be considered another booking, which may require a separate invoice, contract, and team. In the event the existing team can do both bookings, an additional travel fee and/or convenience fee may apply.

### **Mobile location requirements**

Our team will come to the location of your choice, equipped with mobile chairs, tables, and lighting if needed. We require NATURAL lighting, electrical outlets, and a clean, spacious, and safe working environment. We CANNOT work out of bathrooms or off beds. Your artist has the right to refuse to work in a space they do not deem fit.

### **Accommodations**

If your preparation location is beyond 150km in one direction the bride will be responsible for providing safe and local ( within 20 km) accommodations for the team. This ensures your beauty team will arrive on time with sufficient energy to bring their best for your big day.



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## TEAM

### Requesting specific artists:

We love it when our clients have an amazing experience with our artists or see their work on our social media and would like that same artist. You can request an artist, and our coordinator will first reach out to that artist to see if they are available. In the event they are not available, we will let you know who will be able to provide you with the service. We provide training for all our artists and require at least 3 years of full-time experience mastering their skill set before joining our team.

### Changing artists:

If you have a pre-booked artist and would like to switch your artist after confirming services, it would need to be done within 14 days of confirming your booking and before signing your booking agreement contract. Once you confirm your booking, we also confirm with your artist. They close out their calendar to accommodate your booking.

### Staff Substitutions:

At Priceless Beauty, we are committed to providing you with the best service experience possible. In some cases, we may need to substitute team members to ensure optimal service delivery. We reserve the right to substitute team members if necessary to maintain the quality of service. We will promptly notify you of any team member substitutions. We prioritize clear and timely communication to keep you informed of any changes made.

### Team members:

- Pamela - Owner of Priceless Beauty (takes selective bridal and event makeup and spray tanning). There is a premium fee for services with Pamela.
- Crystal - Beauty Coordinator - Covers all bridal beauty administrative tasks
- Beauty Team - Contract artists providing makeup, hair, and spray tanning services





## PAYMENTS

### Payment schedule

In order to confirm a bridal booking, a 50% deposit will be required.

The balance is due in full 14 days before your wedding.

### Accepted payment types

Priceless Beauty accepts e-transfer or credit card payments. All services are subject to HST. Cash may be accepted on the day of for TIPS directly to the artists. We do not accept cash for services as all services must be paid for in full in advance online.

Priceless Beauty will provide invoice and receipts for all payments and can be found on your client portal.

## CANCELLATION POLICY

**In the event you decide to cancel your bridal beauty services, you will be required to sign a cancellation agreement. All deposits on your booking invoice are NON-REFUNDABLE and NON-TRANSFERABLE.**

### Forced cancellation

If a wedding is forced to cancel due to a state of emergency such as a natural disaster or global pandemic, then we will honor a complete date transfer within 365 days of your original wedding date. A date change fee will apply. Please contact your beauty coordinator to look into our team's availability for your potential date change. If you choose a date when our company is not available, then you will be forfeiting the retainer/deposit.

## HUMAN RIGHTS POLICY

### Discrimination and harassment

We are committed to providing an environment free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunities. We will not tolerate, condone, or ignore harassment or discrimination. Every person has the right to be free from discrimination based on the grounds enumerated in the Ontario Human Rights Code and to be free of harassment.

Clients, along with Priceless Beauty artists, each have the right to refuse service in the event they are being harassed or their safety or well-being is threatened.

### Special needs, disabilities, or mental health

It is the client's responsibility to notify us prior to the services if they or any of their guests have special needs, disabilities, or mental health issues that require accommodation. We will accommodate such needs as is reasonable and up to the point of undue hardship.





## CLIENT PREPARATION

### Beauty preparation

Each attendee receiving hair services must wash and blow-dry their hair and extensions (if applicable) the evening before such services. The hair should be free of product and conditioned sparingly from mid-shaft down. Failure to do so may impair the quality and longevity of the services being provided.

Each attendee having their makeup done must come with clean hydrated skin. If they have makeup, residue, or unclean skin and your artist has to remove makeup and re-clean the skin, the client will be required to pay an additional fee.

### Sharing products or tools

Priceless Beauty does not lend or share out any of their products or tools for clients or guests to self-apply or borrow. In some cases, your artist may have new sample-size products that can be purchased for self-application—such as hairspray or lip products.

## DOCUMENTS

### Quote

This is the initial document that will outline the services requested as per your bridal questionnaire form. The bride will review this document and sign for approval that the number and type of services are correct. This signature indicates that they are looking to proceed to confirm this booking based on that information. Once that document has been signed, no services can be deducted from it.

### Invoice

This is your live invoice which will allow you to pay on it. You will see a breakdown of services, payment schedule, and payment history listed here.

### Contract

This is your legal agreement to confirm your booking which includes an outline of Priceless Beauty's policy.

### Schedule

This is a wedding morning beauty service timeline. You will receive a draft for your approval in the month of your wedding. This is the timeline your party and artists will follow on the day of the wedding to ensure all services are completed within the designated time frame.

### Evite

This is a vertical invitation that will be sent to you via email once the booking, time frame, and team are confirmed.



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## COMMUNICATION

### Emails

Email is the best form of communication for all bridal beauty-related details. Our team will do our best to respond within 48 to 72 business hours. Office business hours are Monday to Friday from 10 a.m. to 4 p.m. ( [info@priceless-beauty.com](mailto:info@priceless-beauty.com) ) is your beauty coordinators contact.

### Text

Designated for urgent last-minute communication. If not urgent, you will be prompted to communicate with our beauty coordinator via email. (437) 900-1660 ) is Priceless Beauty's Business line.

### Social media

We do not allow bridal communication via social media as our social media manager is not equipped to support you.

### Phone calls

All phone calls are to be scheduled. A link for doing so has been provided via email after you filled out your questionnaire. If you cannot locate this link, please contact your coordinator; she will be happy to provide this for you.



By accepting the booking quote, signing it, and sending your deposit, you acknowledge that you have read and hereby agree to accept the above terms and conditions set out in this booking policy outlined by Priceless Beauty. Please note that Priceless Beauty reserves the right to revise and update this policy as deemed necessary. Any changes will be communicated to clients promptly.

For any further questions or concerns, please email [info@pricelessbeauty.com](mailto:info@pricelessbeauty.com) or call (437) 900-1660.

We look forward to making your special day truly Priceless!



[info@priceless-beauty.com](mailto:info@priceless-beauty.com)



[@pricelessbeautygram](https://www.instagram.com/pricelessbeautygram)



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