



Congratulations on your engagement and thank you for choosing **Beauty by Creative at Heart** for your day-of beauty! We understand everything that goes into planning your happily ever after or event and we are excited to be part of it. Our artistic team knows the importance of looking and feeling your best for any occasion and work to provide you a stress-free experience from the moment we come on board.

I, _____, (the Client) have contracted **Beauty by Creative at Heart (BCH)** to perform makeup hair services on _____ (Wedding Date) at the following location:

VENUE NAME (where getting ready)					
Name:					
Address:					Suite/Room #:
City, ZIP					
Ceremony location:					
CONFIRMED DETAILS to be invoiced at time of contract. Additions to the number of people being serviced will be added to the invoice.					
# Makeup	Bride	Bridal Party	Others	Ceremony Start Time	Finish Time (all)
# Hair Services	Bride	Bridal Party	Others	Start Time Makeup	Start Time Hair

With this contract, a deposit not less than 50% of the total number of services provided in this agreement is required to guarantee my day. I am enclosing a deposit of \$ _____ to hold my event date. My deposit will be made via credit card from the link on the invoice, PayPal/Venmo @cre8iveatheart, CashApp \$Cre8iveatHeart or by check made payable to **Beauty by Creative at Heart** and mailed to 139 Prestige Drive, Royal Palm Beach, FL 33411. I understand that this deposit is non-refundable. If the event does not take place as scheduled for personal reasons, acts of God, or any other reason, I understand that monies collected will be held by **BCH** and applied to the rescheduled event **within six months** of the date noted above; price increases will apply to the new event. After 6 months from the original date, the deposit will be forfeited.

I understand that all **balances must be paid in full 7 days prior to the date of the event**. Changes to the total number of services can be made up to **10 days prior to the event** and will require an addendum to this agreement. Schedules will be adjusted on request if not conflicting with the team's schedule. All payments are non-refundable and credit/refunds for services will not be issued.

Terms and Conditions (Please read and initial additional items) A complete list of terms and conditions are attached below.

1. _____ **Artist guarantee.** In the event the artist(s) who is scheduled and/or performed my trial is unable to fulfill their obligation to perform the scheduled services due to illness/injury or other unforeseen circumstances, I am aware that my event will be reassigned to another professional artist.
2. _____ **Event Scheduling/Calendar.** Your date may be added to our calendar and marked TENTATIVE to show a soft hold on the date. Events marked as CONFIRMED indicate BOTH deposit and signed contract have been received. Dates, nor artists reserved for events that do not have both *are not guaranteed*.
3. _____ **Day of Service Schedule.** A schedule will be prepared for your day of services in most cases. All beauty applications are required to be consecutive in time (no gaps in between). **BCH** often runs ahead of schedule; therefore, those being provided beauty services must be available at any time **BCH** is on site to avoid any gaps in services despite any schedule provided. Gaps in service time will incur additional charges of \$25 per 15 minutes of time, with a minimum of \$25.
4. _____ **Service locations.** Services being provided to multiple people are required to be at one location for the duration of service. Fees for venue or room changes by **BCH** artists will be added to the invoice. Venues or locations not on a ground floor, without access to an elevator and/or staff to assist with carrying artist tools and supplies will incur additional fees or an alternative location must be provided.
5. _____ **Touch ups.** If I would like an artist(s) to stay for touch-ups I must notify **BCH** before the day of event. Touch up charge begin immediately following "ready time" at the current per hour rate listed on our price list and will be added to the invoice.
6. _____ **Travel Fees.** If travel outside Palm Beach County is requested, travel fees will be added to invoice. Destination venues will incur additional fees and/or accommodation fees.
7. _____ **Venue Parking.** While we will utilize any reasonable means for parking, valet is sometimes the only/best choice (weather, distance from venue, etc). Any fees that the staff incurs to perform service, such as valet, will be paid by the Client.



____ Initials

8. _____ **Allergic Reaction:** BCH nor its independent contractors will be held responsible in the event of an allergic reaction and/or breakouts because of the products used. I understand that it is my responsibility to inform those beforehand of any known allergies / sensitivities to cosmetic products. For specific concerns, **BCH** artists are happy to use client's makeup or products.
9. _____ **Contagious Illness:** BCH nor its independent contractors will not be held liable for any illness that may occur as a result of **any** contagious illness, pandemic, flu, cold, rashes, etc. The independent contractors take all precautions to ensure the safety and wellness of clients, and themselves; as a result, artists may refuse service to any client showing any disorder including, but not limited to **any** contagious illness, flu, cold, rashes, skin/hair disorders, etc. **BCH** will not apply makeup or use artist' tools to an area on the face or body that has visible cold sores or open wounds of any kind.
10. _____ **Insurance and other fees.** Occasionally venues require additional liability insurance be provided for vendors to work on site. The cost of such policies will be added to the invoice and paid by the client.
11. _____ **Gratuity.** Gratuity will be added to all invoices and is optional and for your convenience only. The amount can be changed at your discretion and can be paid before, on or after the date of your event using the link provided. No part of gratuity amount is considered for the deposit or final payment due.
12. _____ **Photos.** BCH is granted permission to use photographs for promotional use on website or social media and in artist portfolios and print unless otherwise noted here.
13. _____ **Service Add-ons and unexpected conditions.** Additional services may be added the day of my event; however, services will be performed after all other pre-paid services have been completed. Services must be prior to services being rendered in cash or other immediate payment method. Checks are not accepted. Artist may take Venmo, Cash App or PayPal for payment at their own discretion or payment may be made to the team's account(s). Services for conditions not known at the time of invoicing and contract (such as long, thick hair, added extensions, etc.) will be collected in cash prior to services. Please use the space below to describe the services **BCH** artists should expect.

Bride & Bridal Party Attendants/Additional Persons Receiving Services (Please provide specific services and descriptions below for accurate invoicing and scheduling. Omissions for conditions such as long, thick hair, etc. will be collected in cash day-of or added to the invoice. We recommend that inspiration photos, as well as photos of yourself and party be provided.)		
Name	Service (A/B or traditional makeup, Hair, Thick/Long/Short/Curly, Updo Extensions, Blowout, etc.)	Additional Information
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Additional Beauty by Creative at Heart Terms and Conditions

THE CONTRACT will be signed by the person booking services for a particular session and will specify the location services are to be rendered, date, time, number of persons receiving makeup service, and, if need be, what time each person will have reserved. If services for more than one person are being booked, all deposits 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 Beauty by Creative at Heart [BCH] and/or representatives. This agreement is made between the person(s) booking / contracting the services of BCH [hereafter referred to as Client].



_____ Initials

DESCRIPTION OF SERVICE I agree that I am paying for hair and makeup services provided by the independent beauty artists at Beauty by Creative at Heart. Beauty by Creative at Heart is a collaboration of independent artists that have agreed to provide services as a team to simplify wedding and event planning for its clients.

BOOKINGS: To secure a date and artists available, a signed contract is required with a 50% deposit due at the time of signing. The deposit is **non-refundable** and **non-transferable**. Please be advised, dates and scheduled times, as well as reserved artists will only be guaranteed when a signed contract **and** deposit are received.

BOOKING TIMES: Contract will contain estimated start and end times. Each service requires a certain length of time to be finished and is not to exceed time limit. When reserving your date, book accordingly. Any additional beauty needs outside contract will only be performed at the discretion of the artist. All persons involved in beauty appointments need to be available at the scheduled time of said appointment to not break the contract. All beauty applications for more than one person must be at the same location and consecutive in time (no gaps in between).

EARLY CALL TIMES: A minimum \$50 fee per artist will be charged for appointment times scheduled before 7:00 a.m. Additional early fees will be added at a rate of \$25 per 30-minute increment, including travel time exceeding 30 minutes to meet an early start time.

DELAYS: A late fee of \$25.00 will be charged for every 15 minutes of delay when a client is late or not available at time of scheduled service, or if scheduled service exceeds allotted time because of client delays.

DOUBLE BOOKING CLAUSE: Due to potential scheduling conflicts, if any person not available for an appointed booking time, then his or her makeup may be canceled (at the sole discretion of the artist) or another client scheduled will be taken in their place to avoid gaps in time. All deposit monies are non-refundable if service is not performed on the day of the event.

INVOICING AND PAYMENT: Weddings and events are invoiced based on the contract agreement between client and **BCH**. Changes in the number and type of services may require an updated agreement and invoices will be updated. Payments can be made toward the invoice using the link provided and may be shared for payments made by others. **BCH** will not provide separate invoices for individuals within the same party for the event. Gratuity is added to all invoices for your convenience and is optional. The amount of gratuity can be changed at the discretion of the client and is not considered as part of the deposit or final payment obligations. **The final balance is due 7 days prior to the event to avoid delays on the day of the event.** The person(s) responsible for the entire balance of payment is the person(s) who has signed the booking contract. Acceptable forms of payment are cash, PayPal, credit card (additional fees may apply), cashier's check or money order made payable to Beauty by Creative at Heart - no personal checks are accepted.

A credit card must be held on file for final payments, additional services rendered and unexpected conditions. Although we do not expect that there are additional fees other than those discussed prior to the day of, any unexpected services or discrepancies will be invoiced following the event, all additional charges will be disclosed prior to charging a card on file. A completed credit card form is attached. *Please select the option on the invoice to save card on file when making initial payment. _____

TRIALS: A trial is available for all services. We recommend trial runs be scheduled 2-6 months prior to the event date. Costs for each trial service is \$_____ and is limited to 90 minutes per service. Trials will be held at your location in most cases, however, we reserve the right to make alternative arrangements for a location closer to our main location or the artists. Charges for trial(s) are a separate fee and are due on or before the date of service. Trial services will be invoiced and can be paid by direct link prior to the trial service(s). Trial services paid the day of are to be paid directly to each artist in cash or another immediate form of payment [no checks are accepted]. Gratuity is added to all invoices for your convenience and is optional. The amount of gratuity can be changed at the discretion of the client and is not considered as part of payment of services. If you are more than 15 minutes late for your appointment, it may be canceled due to scheduling conflicts that may occur because of a delay and a late fee of \$25 will be applied to the final bill. Please call at least one (1) day in advance to reschedule a trial. Trial services exceeding 90 minutes due to multiple style changes or excess requests made by the client will incur a \$25 fee for each 15-minute increment.

TRIAL CANCELLATION: Cancellations are required 10 or more days prior to any booked date, and no less than 48 hours before the scheduled appointment. In the event Client cancels the appointment less than 48 hours prior to the scheduled date, Client will pay a minimum fee of \$50 per artist. Additionally, if the client fails to show-up to an appointment without contacting **BCH** via phone, the client will pay the full amount of service scheduled for. If an artist cancels at any time or is unable to perform her duties for any reason, 100% of the deposit paid will be refunded within two (2) weeks. Client agrees that the refund of 100% of the deposit is the only liability to **BCH** and all its owners, employees, and agents.

SERVICE LOCATION AND REQUIREMENTS: Location of service for the day-of-event in most cases will be at the discretion of the client, but there are certain requirements the artist(s) needs to complete the service(s). The work area for **BCH** artists must be on the ground floor or have access to a working elevator to transport tools, equipment, and supplies. Alternatively, arrangements must be made for assistance to carry artist's tools up stairs, in awkward, crowded spaces, or any undesirable spaces that make it difficult to navigate, etc. All services are to be completed at one location. **BCH** artists will not relocate without prior arrangement and additional fees will apply. A "set up" table/work area needs to be made available for each artist at the location. Working electrical outlets and/or extension cords if necessary must also be made available for use by the artist(s). Artist(s) may bring lighting, however, additional lighting either natural light or by lamps, is necessary for services to be performed properly. A low chair is requested for each hair artist and high bar stools for each makeup artist (although many have their own chair).

TRAVEL FEE: Travel fees will be charged for locations 30 miles outside of 33411 or artist location. **Travel fees will be invoiced per artist, per mile, per hour.** Estimated mileage: \$_____ per mile/vehicle; estimated number of miles _____; number of artists hired _____; artist time \$_____, per hour of travel x _____ hours round trip.

ACCOMMODATIONS and AIRFARE: Accommodations must be made at the expense of the client for morning start times to venues more than _____ hours from the venue where services are taking place. All costs for travel to a booked event are to be paid by client. Costs may include, but are not limited to airfare, hotel, transportation and/or mileage, parking, per diem, service incidentals and all taxes.



SATISFACTION GUARANTEED: Services will be completed to the client's satisfaction but is not to exceed the allotted time. Ample time is given for each client's service upon booking. The independent artists and Beauty by Creative at Heart are hired based on the reputation, reviews, images of our work, etc. Our ultimate goal is for our clients to be exceedingly happy with the services and quality of work they receive and give them the look they desire for any event and wedding. Acceptance of completed service by the client is an acknowledgment by the client that service is done to his / her satisfaction. We also recognize that despite our best efforts, not all expectations can be met. If for any reason you are dissatisfied with the services despite our best efforts, please call or text us directly at 561.310.3231 to schedule a consultation.

LIMIT OF LIABILITY: The health and safety of our clients are extremely important, and our independent artists use extreme caution with all tools, supplies, and temporary work areas used to provide hair and makeup services. By accepting these terms, you agree that the independent artists and Beauty by Creative at Heart are not liable for any damages resulting from the services provided including but not limited to allergic or other adverse reactions or injury due to the beauty services provided.

You agree and acknowledge that artists use tools that require electricity and occasionally outlets are not located near the work area. Electrical wires may be in the area where services are provided and you acknowledge and agree that the independent artists and Beauty by Creative at Heart shall not be liable for any injury sustained during the scope of the service times as a result of a fall or injury.

You agree and acknowledge, that tools used may be hot and can cause injury. We require that small children and/or pets not be permitted around the workstations of artists.

You agree to make known any sensitivities to products prior to services being rendered. You acknowledge that products used can cause allergic or adverse reactions and you agree that the independent artists and Beauty by Creative at Heart shall not be liable in the event a reaction occurs. We are happy to use the makeup / products / tools provided by those being serviced for extreme allergies or any other condition.

ANTI-DISCRIMINATION STATEMENT We do not discriminate on the basis of race, ethnicity, class, color, sexuality, gender, religion, age, nationality, disability, marital status, or military status, in any of our activities or operations.

RIGHT TO REFUSE SERVICE BCH artists treat all clients with dignity and respect and expect the same in return. BCH artists have the right to refuse service if they feel threatened, feel they are being mistreated, being screamed at, belittled, and/or the client(s) are acting unreasonably and refusing to comply in order for the schedule to run on time.

PANDEMIC CLAUSE: If BCH artists have been assigned to your wedding day or event, BCH reserves the right to make changes to your beauty team in the event you or your venue, church, vendor, or other entity involved in your wedding or occasion requires testing to be onsite or participate in your wedding day preparation. BCH will not incur any costs involved with required testing. Any costs associated with time needed to take required tests will be invoiced per artist to the client. This would include lost hourly wages and travel to and from a testing facility. We recommend full disclosure be provided prior to hiring BCH. The client will also be responsible for any additional trials if one has already been completed by an artist who chooses not to be tested.

Furthermore, BCH will not disclose ANY personal medical information to any person or business.

USE OF IMAGE: BCH and its representatives may use on its website – and / or in any brochure, flyer, or other advertising it deems necessary – any and all photographs, video, audio, and any other digitally or chemically stored media that is captured or recorded by BCH and any and all of its representatives or agents. Client(s) agree to release all claims regarding use of his / her image for such purposes. Client(s) also agrees to release name and contact information of professional photographers and / or videographers used for recording any event for which the artist(s) has been contracted. Client(s) agree to release to BCH use of said photographers / videographer's photographs and recordings.

The signed agreement serves as a release to client(s) photographer / videographer and authorizes them to release to BCH and its owners, agents, and employees any photographs / recordings to use on any promotional materials BCH deems necessary.

SEVERABILITY: If any provision or provisions of this Agreement shall be held to be invalid, illegal, unenforceable or in conflict with any of the law(s) of any jurisdiction, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

REFUND POLICY Deposits and subsequent payments made toward a scheduled wedding or event are non-refundable. Artists are booked and subsequently refuse/deny services to others to reserve your date and expect that they are working and being paid for a reserved date.

If there are scheduling changes to an event or wedding and changes in those receiving services, monies already paid will be applied to those new to the schedule, however, no refunds are provided for a reduction in the number of people and services scheduled and reserved.

CANCELLATION POLICY In the event the client cancels the service(s) for a wedding or event less than 10 days prior to the reserved date, the client is liable for the full remainder of the balance, especially during busy seasons.

Postponements An event may be postponed in most cases without penalties, however a change in company pricing will be applied to the invoice due for the new date, when applicable. If there are any scheduling conflicts, alternate dates can be discussed. Monies paid toward an event will be applied to the future date within 6 months, after that time, the monies collected are forfeited.

If a client wishes to reschedule a personal service (i.e., engagement session, bridal trial, photoshoot, etc.) within 48 hours, a \$30 rebooking fee may be added to the next booked session depending on scheduling.

FORCE MAJEURE In the event of unforeseen circumstances and conditions beyond our control which prevent services being rendered, including weather, pandemic events, mass closures, etc., Beauty by Creative at Heart will work with you to reschedule services for an event or wedding scheduled on or during the time originally scheduled. All monies collected will be held and applied to a future date within one (1) year of the original date scheduled and reserved. Refunds will not be provided during that time and in most cases are not refundable after the one-year mark. Partial refunds are considered on a case-by-case basis and MAY be provided but are not guaranteed.



____ Initials

ADDITIONAL DETAILS

I, _____ have read and fully understand the terms and conditions on this contract.

Signature Printed Name Date

Email Best Phone

Complete Mailing Address

Event Planner Photographer/Videographer

