

# TERMS & CONDITIONS



UPDATED 19 NOVEMBER 2023

*Please read the following carefully, these terms and conditions apply to all bookings made with Sophie Jean Beauty. When you make a booking by either paying the booking fee and/ or signing the attached service agreement the below terms form part of a legally binding agreement.*

My name is Jane Elizabeth Kotzé, I am the owner and operator of Sophie Jean (Pty) Ltd. If you ever have any questions or feedback, please reach out to me at [info@sophiejean.co.za](mailto:info@sophiejean.co.za) call or message at **+27 (0)84 500 3937**

## WHAT WE DO

- We apply **makeup** products using brushes and our hands, to enhance and alter facial appearance, with cosmetic products. I use the principles of art, namely balance, emphasis, movement, proportion, rhythm, unity, and variety to create levels of illusion, improvement and artistry ~ I cannot permanently change the structure, texture or placement of any features, that is what plastic surgeons and dermatologists are for.
- We style **hair**, by curling, straightening and applying products and techniques to temporarily alter the shape of hair. We also blow-dry hair as a separate service that is not included with hairstyling, this dries and adds volume and movement, but does not include pinning up ~ We do not wash, colour, cut or provide any types of chemical treatments. (This includes shaving and all barbering services)
- I also shape brows and do **nails**.

## BOOKINGS & PAYMENTS

- After receiving your booking information I will compile and send a quote, **the quote is valid for 14 days**
- When you have approved the quote, I will send your invoice, the **invoice is valid for 7 days**
  - After you have received your quote you must do the following to secure your date/ trial and booking:
    - Pay the **50% booking fee** (This is a part of whatever your total is, and not an extra fee)
    - The booking fee is **non-refundable** and **non-transferable**
    - All Payments must be made by **EFT** (electronic fund transfer) **NO CHEQUE DEPOSITS**
    - No dates will be kept or trials scheduled, without payment
  - Send a bank-issued **proof of payment** to [info@sophiejean.co.za](mailto:info@sophiejean.co.za) (Screenshots do not count as POP)

- Sign and send the attached **service agreement** to [info@sophiejean.co.za](mailto:info@sophiejean.co.za)
- Booking confirmation will be sent via email.
- If you book on a Saturday, Sunday or South African Public Holiday from September to March, there is a **minimum booking cost** (excluding travel expenses) of ZAR2000-00 that applies.
- There is no limit to the amount of service you can book.
- If you book more than 4 services, the cost of 1 assistant artist is included in your booking.
- If you **need more assistants** to be booked, either because of the number of services or your preference of start and end times of services an **additional cost of ZAR500-00** will be added for each additional artist.
- If you need services to **start before 07:00 am** an additional **surcharge of ZAR500-00** will be added to your invoice.
- **NO DEDUCTIONS** Once your booking is finalised (as per the above steps) you cannot change the number of services booked, so if you are unsure of how many to book, book less and add extra services later.
- You **cannot add services less than 4 weeks** before your booking, this allows enough time to book additional artists.
- **Cash payments will not be accepted for group booking**, please discuss payment options with me.
- Event booking's **final payment** is to be made **no later than 1 week before the event**. Single appointment bookings must be paid in full via EFT 1 day before the appointment or in cash on the day. EFT on the day will not be accepted.
- For our **International clients**, please **use Wise (formerly TransferWise)** for all payments. Bank Charges will be charged for International transfers.

## TRIALS

- Take place at **my studio in Stellenbosch**, alternative locations will incur additional travel costs.
- Trials take up to **2-3 hours** and can be booked during business hours. **Monday to Thursday**, 09:00 to 15:00 . Trial appointment time slots: 09:00 - 11:00 / 12:00 - 14:00 / 15:00 - 17:00.
- Trials are for **BRIDES ONLY**.

## SERVICE DELIVERY

- We are a **mobile service**, which does include a travel cost or you can come to my home studio.

- **Travel cost** is calculated using the **Automobile Association's (AA) rates** calculator, a certificate can be provided. Additional travel cost may be applicable for assistants.
- I travel to all venues, hotels and accommodations for events and large parties, but I do not travel to private homes, apartments or communal residences, unless by prior arrangement. (Feel free to discuss with me if unsure)
  - Requirements for working space:
    1. Lots of **natural light**, i.e. windows and skylights or covered outdoor areas
    2. **Space**, the more cramped a room the more difficult it is to provide quality services
    3. **Mirrors**, if you want them, as I only travel with small handheld mirrors
    4. **Tables**, counters or even a bed to pack out products and equipment
    5. **Power** outlet or generator for hairstyling tools (Discuss load-shedding with me)
    6. **Low-back chairs**, stools or ottoman for hairstyling, and high chairs will be provided by myself.
    7. We will **set up in one space only**, ensure that this space works for all who are booked because there is not enough time to move between locations.
- Please provide detailed directions, including room or cottage number, gate codes or alternative contact person's details, to ensure we can easily find you on the day.
- You will be provided with a detailed list of preparations before your appointment, please follow this carefully and ask me if you have any questions.
- I will compile a timeline of services for you before the event.
- Brides will receive a touch-up kit.
- Client's responsibilities:
  - **Follow instructions** provided, before and after services.
  - **Arrive on time** and ready for services.
  - **Sit still** during services, it is impossible to paint on a moving canvas.
  - **Bring reference pics** or a clear idea of what you require.
  - **Speak up**, if there is anything you don't like tell me during your session so that I have the opportunity to fix it.

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CONTINUES FROM PG.1

## POSTPONEMENTS & CANCELLATIONS

- Any dates and appointments once **booked can not be changed** or moved, and **can not be refunded**.
- The only **reasons** that constitute a valid reason for postponements and cancellations are:
  - Reasons for **Force Majeure** or consequences thereof, eg. Pandemics and lockdowns, are out of the control of both parties.
  - Irrevocable **breakdown of the relationship** between the client and artist.
  - **Negativity and abuse**, whether verbal or physical towards me or any of my team will not be tolerated, and result in the immediate cancellation of all services.
- In cases where **postponement is valid**, there will be no additional costs or penalties as long as **3 alternative dates** are provided so that a new date that suits all parties can be found.
- If a **new date cannot be found**, the client will be refunded as follows:
  - Full refund minus ZAR500-00 (for administrative costs) if a trial has not taken place.
  - If a trial has taken place, the cost of the trial will be deducted before a refund is issued.
- **Cancellations** for any other reasons than those stated above will not be refunded.
- **Penalties** apply to cancellations as follows:
  - **Group** or event bookings cancelled **less than 1 calendar month** before the date booked will be held liable for the full amount of the booking.
  - **Single service** or Studio appointments cancelled **less than 48 hours** before the time of appointment will be held liable for the full amount of the booking, and will be blocked from making bookings in future.
- If anything happens to me, like **death, illness or serious accident**, that will keep me from fulfilling services on the day, I will try my best to get replacement artists. If a replacement cannot be secured a refund or partial refund will be offered.
- My team and I **cannot be held responsible for delays** leading up to and on the day of the wedding in the event of **unforeseen circumstances**, such as load-shedding, roadworks, accidents, car failure, medical emergencies or force majeure.
- To make **changes** to this agreement, it must be put in **writing** and **agreed** upon by both parties. This does not include text messages, only emails.

## LIABILITIES & DISCLAIMERS

- We keep our **tools and products clean and disinfected** at all times.
- If anyone receiving services is suffering from the following **conditions** my team and I can **withhold services** in order to protect our own health as well as protect our tools and products from contamination.

- In such cases, you are allowed to choose a **replacement** for such a person.
- Such health risks include, but are not limited to the following: Cold Sores (Oral Herpes) / Methicillin-resistant Staphylococcus aureus (MRSA) infection / Scabies / Molluscum Contagiosum (MC) / Ringworm / Impetigo / Shingles (Herpes zoster) / Chickenpox / Measles / Hand, foot & mouth Disease / All fungal infections / All parasitic skin infections / All bacterial infections / Head-lice / Pink Eye (Viral & bacterial conjunctivitis) / Covid19-virus or Flu-like symptoms.
- If you or any of your party are **allergic** to makeup or skincare products or have **moral objections** to any brands or products, **notify me** a minimum of 2 weeks before your appointment so that I have time to source other products or make alternative arrangements.
- My team and I can **not be held liable** for any reactions from the use of products **if sensitivities or allergies are not disclosed** to us before application.

## CONSENT & CREDIT

- You **consent** that I may **use images** displaying my work/ services and to generally promote my business, utilized in advertising, publicity materials, websites and other such media, provided such display is executed lawfully, respectfully and without damage to the client.
- You consent to share my social media handles with other service providers, as well as their details with me so that we can **credit everyone's work**, @sophiejeanmua
- I am always grateful for any images that are shared with me, if you specifically don't want something to be shared publicly, please let me know?

## PROTECTION OF PERSONAL INFORMATION

- Sophie Jean Beauty's Privacy policy is available in full at <https://www.sophiejean.co.za/privacy-policy>, but the short version is, **we won't share or sell any of your information**. If you have any questions please contact me at [info@sophiejean.co.za](mailto:info@sophiejean.co.za)



***Thank you for taking the time to read my terms and conditions, if there is anything you do not agree with, do not understand or have any questions about, please feel free to reach out to me and discuss further***  
***Your booking will only be confirmed once the booking fee is received and the service agreement is signed.***