



# SERVICE AGREEMENT

## PROMOTIONAL DEALS:

- All promotional deals offered by Glam It All are required to be paid in full and are non refundable. Deals are non transferrable to any other client or any other service.
- You may reschedule your promotional deal ONE TIME within 30 days of the original scheduled appointment.
- Any cancellations/no call/no shows by the client(s) for ANY reason forfeits refunds and/or credits.

## RESERVING & RETAINER POLICY:

- Appointments are booked through StyleSeat. You will enter your credit card to hold your spot.
- You will be charged automatically after your appointment (or manually, if requested) .
- Payment Options: We will charge the card on file. We also accept Cash (we may not have cash for change), and/or accept, Zelle, & CashApp, as a form of payment.

## CANCELLATION POLICY:

- Cancel appointments 25 hrs or more to avoid any cancellation fees. Cancel your appointment on styleseat or Text 832-265-1265 to request a cancelation.
- **A 50% Late Cancellation fee** will be charged to the card used to book the appointment, if canceled **within** 24 hours.
- If you paid in full prior to your appointment and canceled 24 hrs or more before the appointment, you will receive a full refund. A 50% Late Cancellation fee will be charged if canceled within 24 hours.

## RESCHEDULING POLICY:

- We require a 24-hour notice to reschedule your appointment. Within 24 hours, the appointment will be canceled and rescheduled. Late cancellation fees apply.
- You may reschedule ONE TIME up to 30 days from the original appointment date if proper notice of 24 hours is provided. Failure to provide proper notice will result in a late cancellation fee.

## LATE POLICY:

- You have a 10 minute grace period.
- **11-19 minutes late: \$20 will be applied to the balance.**
- **20 minutes or more late:** your appointment will be canceled. Our schedule is very tight and we wish to serve our clients on time. If you have communicated with us about your tardiness, a 50% Late Cancellation fee will be charged.

## NO CALL/NO SHOW POLICY:

- If you are a no call/ no-show you will NOT receive any refund of the retainer and will be charged 100% of the remaining balance with the card on file.
- If you are 20 minutes or later to your appointment with no notice to the artist of the late arrival, you are considered a no show and will be charged 100% of the remaining balance and the appointment will be canceled.
- If the client card declines or the client refuses to pay the fee, they will be **blocked** from any future bookings with Glam It All.

### **ARTIST CANCELLATION POLICY:**

- If you paid in full and the makeup artist cancels, you will receive a full refund within 3 business days of cancellation.

### **ON LOCATION/TRAVEL POLICY:**

- The travel rate is covered up to 30 miles from our studio zip code 77406. Additional mileage is \$5/mi and will be added to the balance.
- The client agrees that they are responsible for any additional travel costs such as the valet and/or tollway fees.
- On location bridal related services need to complete the inquiry form for assistance at [www.justglamitall.com/bridal](http://www.justglamitall.com/bridal)

### **APPOINTMENT ETIQUETTE:**

- Please refrain from using any electronic device while your service is being performed.
- You can not bring any extra people to your appointment. If the person receiving services is a minor, a parent or guardian may attend the session with them. This is strictly enforced.
- No food or drinks are allowed in the studio.

### **HOW TO ARRIVE:**

- Please arrive on time (no more than 5 minutes early), with a clean face and if possible please have brows **waxed/threaded** prior to our appointment for expedited service.
- You may park in the cul-de-sac or on top of the raised circle, in the cul-de-sac

### **PARKING;**

- You may park in the cul-de-sac or on top of the raised circle, in the cul-de-sac

### **HEALTH & SAFETY:**

- Your temperature will be taken upon arrival.
- If you are sick, please note that the service provider has the right to refuse services and no refunds will be issued to the client.
- If you feel sick in any way but not limited to, cold, flu, COVID-19, diarrhea, nausea, etc. prior to your appointment please contact Gia Antoinette immediately to reschedule your appointment. 832-265-1265
- If you have any open wounds, sores, or any skin condition on the face and/or body before the day/time of your service, please inform the artist, immediately. If you arrive at the appointment, with any skin condition that could possibly contaminate the integrity of the makeup product, tools, and/or professional kit, the makeup artist may refuse service and no refund of any kind will be issued. This is strictly enforced.

### **LIABILITY:**

- Glam It All will not be held liable for any skin complications, injuries, losses, damages, claims, and actions.

### **GROUP PAYMENT AND SERVICES TERMS:**

- 50% of the total balance is due at the time of booking. If anyone decides to drop out, the retainer is nonrefundable and the full balance is still due at the scheduled time, Arrangements and preparations are secured in advance for makeup services.

### **SAFE WORKING ENVIRONMENT:**

- The client understands and agrees that Glam It All maintains a safe work environment at all times and complies with all health and safety laws, directives and rules and regulations. Client understands and agrees that during the makeup service appointment he/she and his/her agents shall not carry weapons or firearms, be exposed to severe illness, or request the Glam It All to do anything illegal or unsafe. Further, Glam It All will not provide services in any location or area deemed to be unsafe in its sole discretion, including, but not limited to, areas affected by communicable diseases, quarantined areas, or other similar occurrences. Under such occurrences, Glam It All reserves the right to terminate service coverage immediately and/or leave the makeup service appointment. Client agrees to relieve and hold Glam It All harmless as a result of incomplete [event/session/wedding] coverage, or for a lapse in the quality of Glam It All work, and Client shall be responsible for payment in full.

### **INDEMNIFICATION:**

- Client (“Indemnifying Party”) shall indemnify, release, discharge and hold harmless the Glam It All, its heirs, legal representatives, assigns, employees or any persons or corporations acting under permission or authority of the Glam It All (“Indemnified Party”) against any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs, or expenses of whatever kind, including professional fees and attorneys’ fees, that are incurred by Indemnified Party or awarded against Indemnified Party in a final, non-appealable judgment, administrative proceeding, or any alternative dispute resolution proceeding (collectively “Losses”), arising out of any third-party claim alleging: (a) breach or non-fulfillment of any representation, warranty, or covenant under/representation or warranty in this Agreement; (b) any negligent or more culpable act or omission of Indemnifying Party or its agents (including any reckless or willful misconduct) in connection with the performance of its obligations under this Agreement; (c) any bodily injury, death of any person, or damage to real or tangible personal property caused by the negligent or more culpable acts or omissions of Indemnifying Party or its agents (including any reckless or willful misconduct); or (d) any failure by Indemnifying Party to comply with any applicable federal, state, or local laws, regulations, or codes in the performance of its obligations under this Agreement

### **ABUSE CLAUSE:**

- At no time and under no circumstances whatsoever shall the makeup artist tolerate abusive, violent, destructive, menacing, or harassing behavior from the client or any party acting on behalf of the client. If such behavior does occur, the makeup artist will quietly and respectfully inform the client and/or members to handle the situation. However, if the behavior does not stop, the makeup artist will consider it a breach of contract under this clause, and vacate from the premises immediately without providing any further services and all remaining fees will be due immediately and on the spot, regardless of further services not commenced and without any refund of monies paid.

### **MARKETING MATERIAL:**

- Glam It All may use photographs/videos of a client(s) for promotional use including but not limited to social media, flyers, and makeup artist professional website [www.JustGlamItAll.com](http://www.JustGlamItAll.com)

### **COMMUNICATION:**

- Appointment as and well as specific appointment location will be texted & emailed within 48 hours of booking. Because our business is home-based, for safety reasons, the address is not public. **Please make sure your contact information is updated on StyleSeat.**
- When you book with Glam It All you will be added to a newsletter that sends exclusive promotions via email. You may opt out at any time.