

2021 Booking Policy

Due to the Pandemic and the unusual circumstances of the past year, We realize that making concrete plans is difficult for clients and booked Events may be unable to occur depending on Covid related circumstances and local mandates. We've all been through a lot the past year and we're sensitive to the unpredictable nature of this ongoing situation. We hope to be one less stressful facet to deal with when planning your Special Day!

In that regard, We are offering the following **NEW** policies when booking Bespoke to provide Beauty Services at your Event. These policies will go into effect beginning March 15th 2021 when NYS lifts restrictions on weddings of up to 150 ppl. Bespoke Beauty & Bridal reserves the right to alter these policies at any time and for any reason that they deem necessary.

A Non-Refundable Deposit of 50% of your scheduled Services, is required to secure your Event date, Time slot and the number of Artists needed to execute the number of services you have booked. This Deposit is Not Refundable. There are no exceptions. (Please note, this has always been our policy.)

- If your Event must be Postponed or Canceled due to Local or Federal Restrictions, you may request to have your Non-Refundable Deposit held as a "Deposit Credit" towards future services for a new Event date. This courtesy is extended subject to Bespoke Beauty & Bridal receiving advance notice and written communications from the Client that they are considering this option.
- The new Event date must be rebooked to occur within 1 calendar year (365 days) from the original Event date and is subject to our staff availability, otherwise a "Deposit Credit" will not be issued.
- We will honor a "Deposit Credit" for a single Event date reschedule. The rescheduling of your Event date more than 1 time may be subject to a "Rescheduling Fee" to account for administrative coordination.
- Please note* Our service rates generally increase yearly on January 1st, in step with business costs. If your rescheduled Event date is rebooked to happen after our yearly price increase, any outstanding unpaid balance still due may be adjusted to reflect our new rates. You will be notified if this will affect your balance at the time you reschedule your Event.
- If you decide to Postpone your Event or Cancel any booked services for your Event due to personal reasons, such as, but not limited to: you or a party member contracting Covid and being quarantined, because you must alter the size or scope of your Event due to your venue, vendor or family restrictions, or any other personal choice not directly related to a Local or Federal Sanction or Mandate regarding Covid, you are not eligible to receive a "Deposit Credit" and your Non-Refundable Deposit is forfeit that courtesy and subject to our regular policy on Cancellations and Rescheduling. As an alternative, your Non-Refundable Deposit may be able to be used towards our A La Carte Beauty Services and is accessible up until your original booked Event date, again, with advance notice and subject to our staff availability. (This option will be assessed on a case by case basis.)

For any questions regarding our policies call 929-274-3251