

STUDIO ODETTE

— MAKEUP & HAIR —

BRIDAL
TERMS & CONDITIONS
2026

Thank you for choosing Studio Odette

Please read through the document very carefully. It is a legally binding Agreement and by paying the Retainer Fee, you acknowledge that you have accepted the quote and have read and accepted the Terms and Conditions, as set out in this document.

Kindly fill out the following information:

Client Name and Surname: _____

Client Identity number: _____

Fiancé's Name and Surname: _____

Domicillium/Ordinary Residency: _____

Wedding Venue: _____

Wedding Date: _____

How many people are in the Retinue: _____

**Take note: you will be quoted on a specified number of people. Once the retainer fee is received, the services you were quoted for, cannot be deducted. This implies that the Invoice will not be adjusted downwards, as the quote was based on the information supplied. Services may be added to, only at Studio Odette's discretion. The quote is only valid for two weeks.*

Do they (Retinue) all require Makeup and Hair?

Makeup

Hair

Both

Touch-up kit: _____

Lashes: _____

Specifics: _____

Pre-existing conditions or allergies:

| Full name of bride and party in retinue | Allergy |
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Initial Here

1. ENTERED INTO BETWEEN THE FOLLOWING PARTIES:

The client will hereby be _____,

Identity Number _____, (hereby known as “the client”).

and

The service provider is **STUDIO ODETTE** (and will be known as nothing other than “STUDIO ODETTE”). Hereby represented by ODETTE MONIQUE PRINSLOO.

2. INTERPRETATION:

- 2.1. "Agreement" shall mean this agreement and the annexures hereto.
- 2.2. "Business Day" or "Day" shall mean any day of the week, excluding Sundays and public holiday.
- 2.3. "Month" shall mean 30 calendar days, including Saturdays, Sundays and public holidays.
- 2.4. "Parties" shall mean the parties to this agreement, and "party" means one of them.
- 2.5. "Specified wedding day" or "specified date" shall mean the date specified above, subject to the clause in Postponement at clause 8.
- 2.6. "Start Time" shall mean on the specified date at the agreed-upon time, provided to Studio Odette by the Client
- 2.7. "Retainer" shall mean payment for services rendered on the specified wedding day.
- 2.8. "Payments" shall mean all payments should be made by EFT (banking details as per Invoice) and Proof of Payment, to be sent to studio.odette@gmail.com.

Please ensure that your Proof of Payment includes the Invoice number.

- 2.9. "Prices" are subject to change. Once a retainer fee is received, your prices are guaranteed to remain the same (except for the travel fee, which will be revisited within a month before the specified wedding day) and are bound by the contract signed by both the client and Studio Odette.
- 2.10. "Ample lighting" shall mean an abundance of natural light or bright blue studio light.

3. PRIVACY NOTICE

- 3.1. The parties agree that they may obtain personal information during the duration of the Agreement, to fulfil the rights and obligations contained herein and may further only process such information for the specific purposes of complying with their obligations in terms of this Agreement.
- 3.2. The parties agree that if personal information will be processed for additional purposes beyond the original purpose for which it was obtained, explicit written consent must be obtained beforehand from the other party.
- 3.3. Performing the obligations set out in this Agreement, the parties shall at all times:
- 3.3.1. comply with all laws, policies and procedures relating to the protection, storage, handling, privacy, processing and retention of data as well as the destruction of data, including personal data;
- 3.3.2. comply with the provisions of all laws, which regulate personal data protection, including but not limited to the Protection of Personal Information Act 4 of 2013.

4. **BOOKING FEES & PAYMENT TERMS**

Retainer fee:

- 4.1. A retainer fee of 30% (thirty percent) of the total amount, is payable to secure your booking, 14 (fourteen) business days from the day that the quotation was sent to the client.

Invoice:

- 4.2. An Invoice for the amount outstanding will be sent and should be settled in full, at least 14 (fourteen) days before the event. Failure to pay this Invoice will result in a Breach of Contract and therefore the cancellation of my services.

Payments:

- 4.3. All payments should be made by EFT (banking details as per Invoice) and Proof of Payment, is to be sent to **studio.odette@gmail.com**.
- 4.4. *Please ensure that your Proof of Payment includes the Invoice number, found on your Invoice sent from Studio Odette.*

Prices:

- 4.5. Prices are subject to change at any time ***until*** the retainer fee is received.
- 4.6. Once a retainer fee is received, your prices are guaranteed to remain the same (with the exception of the travel fee, which will be revisited closer to the specified wedding day) and are bound by the contract signed by both the client and Studio Odette.
- 4.7. Once the retainer fee is received, services quoted for, cannot be deducted. This implies that the Invoice will not be adjusted downwards, as the quote was based on the information supplied.

Services may be added, if time allows, at Studio Odette's discretion. Payment for these additional services must be made before services commence.

- 4.8. There is an additional fee of **R700 (seven hundred Rand)** payable if a location change is requested i.e. Starting the services in one location and we are then required to move to another room, to complete the rest of the retinue.

Instalment options notice: (at discretion)

- 4.9. Should Studio Odette agree to grant the client the option of paying for the service via an instalment payment plan, the client will be liable for all payments granted by Studio Odette, until the full and final payment is settled. Once final payment terms have been discussed by the Client and Studio Odette, an addendum (Addendum A) will be added to the contract.
- 4.10. If the Client fails to pay any periodic or instalment payments due, Studio Odette may cease work without Breach of the Agreement, pending payment or resolution of a dispute. **To reiterate, the quote is only valid for two weeks.**
- 4.11. If a client (or retinue member) does not show up for their allocated time slot, Studio Odette will not refund the client.
- 4.12. The Client must ensure the payment has been received and that Studio Odette confirms the specified date.

Assistant:

- 4.13. An additional fee of **R750 (seven hundred and fifty Rand)** will be charged for each assistant – depending on the number of people in the retinue. Studio Odette will confirm this with the client beforehand, as Odette personally, is only able to complete 5 items, plus bride Makeup and Hair.
- 4.14. If Odette is able to handle the services personally but due to strict time constraints she is forced to add an assistant, there is an additional fee of **R750 (seven hundred and fifty Rand)** payable.

5. REQUIREMENTS FOR THE SERVICES

- 5.1. Studio Odette (and/or the additional artist) will arrive 15-30 minutes prior to the discussed start time, on the specified date.

Requirements:

- 5.2. Kindly provide Studio Odette with a set-up table/designated work area, chair, trash can, and individual power outlet.
- 5.3. Ample lighting, whether natural light or lamps, is necessary for services to be performed properly.
- 5.4. Please ensure that electricity/backup power will be available, should an uncontrollable/unmanageable act/loadshedding occur.
- 5.5. The Client must provide Studio Odette with:
- 5.5.1. A detailed description of the road conditions leading to the location (this is especially important when the venue is situated in a rural or outlying area that may require a 4×4 vehicle) and;
 - 5.5.2. Accurate directions to the venue, 7 (seven) days prior to the specified date in writing, and;
 - 5.5.3. Relevant room number at the venue on the specified date.

Alternative contact details:

- 5.6. Please provide Studio Odette with an alternative phone number, in the event that the client is not reachable.

Accommodation:

- 5.7 Studio Odette requires accommodation for travel 2 hours outside of Centurion and 1.5 hours for start times before 06:30.

6. INDEMNITY & HEALTH/SAFETY

- 6.1. Studio Odette prides itself on using only products of the highest quality that are safe.
- 6.2. Studio Odette guarantees clean, sanitary equipment and make-up brushes.

Existing conditions:

- 6.3. The client should inform Studio Odette beforehand of every member in the retinue party's allergies and/or sensitivities.
- 6.4. Studio Odette will endeavour to source the correct and appropriate product where possible, to avoid any reaction to the ingredients.
- 6.5. Should Studio Odette not be informed of any known pre-existing allergies and/or sensitivities of any member of the retinue party beforehand, we will not be held responsible for any reactions to the services provided. The Client and retinue accept that cross-contamination may occur.
- 6.6. Recommendations and Notices:
 - 6.6.1. Recommendation: apply contact lenses prior to makeup.
 - 6.6.2. Studio Odette maintains the right to refuse any client, where contra-indications exist.
 - 6.6.3. Should any client or member of the retinue party become abusive (verbally and physically), threatening or violent, Studio Odette reserves the right to terminate the service immediately, without any refund.
 - 6.6.4. Client must ensure safe working conditions.

7. CANCELLATIONS

- 7.1. The retainer fee is **non-refundable**.

- 7.2. In the event of cancellation less than 14 (fourteen) calendar days prior to the scheduled wedding date, the full amount outstanding is payable.
- 7.3. Should Studio Odette not be able to deliver the services agreed to in this Agreement, we will *suggest*, or may *endeavour* to arrange a replacement artist, at Studio Odette's discretion.
- 7.4. The Artist (Makeup Artist/Hairstylist) suggested or arranged by Studio Odette as a replacement, shall not be seen as part of Studio Odette. Studio Odette is not liable for the acts or services rendered by the suggested/arranged Artist. New payment arrangements must be made between the client and new Artist.
- 7.5. Should any event resulting from an act of God, *vis major*, occur and services are not delivered, neither party shall be held in Breach of Contract.
- 7.6. Should any act take place upon paragraphs 7.3 and 7.5, Studio Odette will not refund the retainer fee. The balance may be refunded at Studio Odette's discretion.
- 7.7. Where dates have not been postponed (refer to Clause 8) or changed with permission of Studio Odette, and **the original wedding date is still the purchased product:**
- 7.7.1. 50% (fifty percent) of the total Invoiced amount will be required for cancellations made 4 (four) months prior to the event.
- 7.7.2. 60% (sixty percent) of the total Invoiced amount will be required for cancellations made 3 (three) months prior to the event.
- 7.7.3. 75% (seventy percent) of the total Invoiced amount will be required for cancellations made 2 (two) months prior to the event.
- 7.7.4. If contracted services are cancelled within 30 (thirty) days or less of the event, the Client will be held liable for payment of the full amount Invoiced.

Cooling-off Period:

- 7.8. A cooling-off period of 14 (fourteen) days is given to all bookings made more than 3 months before the event date. A cancellation made within these 14 days will be fully refundable.
- 7.9. The Client agrees to be held liable for 30% (thirty percent) of the total Invoiced amount as a date reservation and administration fee for the event date, for all cancellations made after the initial 14-day cooling-off period. **This fee is considered non-refundable and non-transferable.**
- 7.10. This fee covers the cost of administration of the booking, as well as income loss pertaining to any other bookings that were turned away for the date, to which the client has committed.
- 7.11. Where payment arrangements are made, the Client will be held liable to settle this amount, even upon cancellation of services see paragraphs 4 & 8.

8. POSTPONEMENTS/CHANGE OF DATES

- 8.1. Should you be required to postpone your wedding, the following will apply:
- 8.1.1. One postponement date within the current year, subject to my availability for the new date.
- 8.1.2. Postponements to a Saturday will incur a date transfer fee of R1000 (one thousand Rand).
Postponements to a weekday or Sunday, will be made without any penalties once only.
- 8.1.3. For each date change thereafter, a transfer fee of R1000 (one thousand Rand) will apply.
- 8.1.4. If the date change falls into a new year, a price adjustment will be made to your current booking - to allow for increased rates.
- 8.1.5. You are liable to honour the full booking agreement upon postponement. No deductions can be made to the original booking during the transfer.

8.1.6. 50% (fifty percent) of the remaining amount is due on the original event date and 50% (fifty percent) is due 10 days before the new event date.

8.2. Where original wedding dates have been transferred to a new date, thus creating a new purchased product, no refunds will be given. The client will be held liable for the payment of the full amount Invoiced.

Penalties:

8.3. Additionally, the following penalties will apply:

8.3.1. 6 (six) to 3 (three) months prior to the event, notice of reschedule:
20% (twenty) of total service cost as penalty.

8.3.2. 3 (three) to 2 (two) months prior to the event, notice of reschedule:
30% (thirty) of total service cost as penalty.

8.3.3. 2 (two) to 1 (one) months' prior to the event, notice of reschedule:
40 % (fourty) of total service cost as penalty.

8.3.4. 30 (thirty) days or less notice of reschedule:
50% (fifty per cent) of total service cost as penalty.

8.3.5. To secure a new date purchased, the penalty fee will be required and where applicable, the date transfer fee of R1000 (one thousand Rand) is payable.

9. LIMITATIONS & LIABILITY

9.1. Studio Odette will not be liable for, and the Client will not have any claim of whatsoever nature against Studio Odette, as a result of:

9.1.1. Studio Odette not being able to provide services as a result of weather, fire, or any other sudden unforeseeable event that may prevent it from fulfilling its obligations;

- 9.1.2. Any loss or damage to personal belongings of Studio Odette/the Client or their guests, including parked vehicles;
- 9.1.3. Any interruption of electricity, water supply and sanitary services;
- 9.1.4. Any personal injury, death, illness etc. to the Client or their guests and member of the retinue party;
- 9.1.5. Any damage, loss, cost or claim that the Client may suffer or incur arising from any cancellation or termination for any reason contemplated in this Agreement.
- 9.1.6. Save to the extent otherwise provided for in this Agreement or where the Client is entitled to rely on or receive, by operation of law, any representations, warranties or guarantees, we do not make or provide any express or implied representations, warranties or guarantees regarding the availability, accuracy, reliability, timeliness, quality or security of any product or service.

10. CONSENT TO USE PHOTOGRAPHS

- 10.1. By paying the retainer fee, the client hereby agrees and gives consent to Studio Odette to display any, and all images pertaining to services rendered on any member of the retinue party work done on the day.
- 10.2. The client and retinue party agree that Studio Odette may use these images to promote Studio Odette's business by means of advertising, websites, exhibitions, competitions, magazine articles and other social media platforms, provided it is done lawfully and without damage to the client or any member of the retinue party.
- 10.3. No remuneration/compensation/royalties will be awarded for any images.

WEDDING DAY ARRANGEMENTS

- Studio Odette will handle the scheduling/timeline for makeup and hair but will co-ordinate with the bride/wedding coordinator/photographer.
- No less than 45 minutes per person (for the retinue party) and 1 hour for the bride – hair requires an additional 45 minutes per person and one hour for the bride. It is imperative that we have enough time to ensure that everyone looks their best.
- Studio Odette will arrange for a team, depending on the size of the bridal party, time frame and items.
- **PLEASE** stick to the timeline provided, as we will not be held responsible for running late due to the unpreparedness of clients or non-commitment to the timeline.
- It is imperative that the document sent to the bride, **must** be shared with all parties in the retinue, to ensure that we are able to do our best work.
- Any changes to this document must be agreed upon in writing by both Studio Odette and the Client, **prior to payment of the retainer fee by the Client.**

Signed at on this day of 202.....

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The Client

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Studio Odette – OM Prinsloo

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Witness 1

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Witness 2

We are SO excited to spend the morning with you and your loved ones.

THANK YOU!

Initial Here