



BEST FACE FORWARD

SKIN | MAKEUP | HAIR

This contract agreement stipulates that Best Face Forward will provide the following onsite services for:

Name of Bride or Partner 1 _____

Name of Partner 2 _____

Getting Ready Location _____

Wedding Date _____ with an estimated ready time of _____

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PLEASE SELECT YOUR BRIDAL COUPLE SERVICE PACKAGE(S) with an X -The total is your booking retainer.

**** For 2 female partners, please also designate service for bride 2. Lashes & Groom services can be added later.**

_____ Bridal makeup AND hair package WITH preview included- \$675

_____ Bridal makeup AND hair package WITHOUT preview (day-of only service)- \$500

_____ Bridal makeup OR hair ONLY WITH preview- \$400

_____ Bridal makeup OR hair ONLY WITHOUT preview (day-of-only service)- \$275

_____ Groom Skin Prep- \$75

_____ Groom Hair Styling- \$75

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BRIDAL ADD ONS- You can select these with an **X** if you are considering them. These balances are not due at this time.

_____ Lashes- for preview & wedding (\$25 each application-strips, \$40+ each- clusters). If unsure, leave blank.

_____ Extensions- if you have them/ think they might be needed, please select this

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I ESTIMATE THE FOLLOWING PARTY NEEDS- balances paid in final month before the wedding

*Please note the required minimums based on date/ location are in your information email.

*Confirmed details obtained later in our process. This estimate is requested to best advise for staffing purposes.

_____ MAKEUP services (ages 9 and over) -\$120 each

_____ HAIR services (ages 9 and over)- \$120 each

_____ LIGHT MAKEUP service for minors age 8 and under- \$15 (powder & gloss)

_____ HAIR service for minors age 8 & under- \$70 (down or half up only/ updos \$90)

_____ GROOM'S PARTY SERVICE- Making sure all the men look their best- \$100

Additional requests or notes- This includes interest in skin assistance, spray tanning or extra artists if needed.

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PAYMENT TERMS:

- o A non-refundable retainer in the amount of the chosen Bridal/ Couple service(s) + any additional applicable extra artist reservation fees are required within 5 DAYS to reserve your date via any of our payment methods.
- o Additional policies & fees are detailed in the attached terms. This includes cancellation fees.
- o Minimum required services based on the date/ location have been communicated by Company (BFF).
- o Incurred travel fees (mileage over 20 mi, etc.), party balances, add-on services or fees will be on final invoice sent in final month. Valet is charged to hotel room. Final payment due via CC/bank transfer/Venmo. Due date will be specified on the final invoice, but no later 2 weeks before wedding.

I agree to the terms of (and sent with) the contract _____ Date _____
/Bride's Name/

Email _____ Cell # _____

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Photo Release (optional)

Bride _____ authorizes use of photographs shared by them/Photographer to be used by Best Face Forward only (and their Artists while part of the team) to promote our services. Photo credit is always given.

info@bestfaceartists.com
757-472-5272

www.facebook.com/BestFaceArtists
@bestfaceartists on IG/Twitter

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Terms and Conditions

Sending of this document serves as legal notification of these terms- all terms are non-negotiable
We are not responsible for information you do not read if included in any Company (BFF) paperwork

Please note that your non-refundable Beauty investment includes:

- Consultation of needs
- Full coordination of our team of Pros (and with vendors) for preview and wedding date.
- Full coordination of the detailed requests of all party members in order to produce detailed schedule.
- Touchup lip product (with option for other add-on products). Hairpiece/ veil placement for hair service
- Lifetime discount (off current price) on services and access to products via Artist's website. Access to private Facebook client group where we share tips, trends, and savings.

COMMUNICATION POLICIES/ INFORMATION:

- Guaranteed Office Hours are T/ W/ Th. Mondays are Admin days and Fridays are appointment only.
- Email is best form of BFF communication (and should be from Bride as our contract holder) throughout the process since owner Kara has 2 small children, homeschools, and husband also works from home. Email is able to be checked by Kara AND her assistant. Phone and text are for emergency or urgent circumstances ONLY and will not be guaranteed a reply after 7pm. Our artists all have families, and we need proper boundaries to protect everyone's time, mental health, and energy.
- Allow up to 48 hours (up to 72 hours during peak season) for replies.
- Client understands and agrees that it is their responsibility to respond to Company in a timely manner.

- Emails after booking are sent through our client portal set up for you (which you may not notice because they all come from our email address). Unfortunately, some of these emails go to spam (please check frequently and mark us as a safe sender); and also, once anyone is added to the portal (whether your artists or later your planner), they receive every email.

COVID/SANITATION/ ARTIST STANDARDS:

Our Lead Artists are highly trained, certified, and insured professionals with prior business experience. They adhere to strict sanitation protocols, including thorough cleaning before, during, and after each service. Disposable tools are used as needed. We provide guidance on sanitation and keep clients informed of health updates, ensuring a safe and hygienic experience.

COMMON BOOKING FAQS (Visit PROCESS page at WWW.BESTFACEARTISTS.COM for full detail):

- **How much time in advance should I book my beauty services?** We recommend securing your date and location early to ensure availability. Late bookings may incur an expedited fee and availability is not guaranteed. Bookings completed within 30 days of wedding day incur \$250 expedited booking fee. 1 month or less from wedding a) voids guarantee of closest Artists and product and b) preview will be subject to our availability.
- **What is required to book my date?** All documents with a photo and non-refundable retainer payable only via the methods provided, within 5 days, incurring \$10 daily charge after. Preview scheduling does not begin until all items are received. If booking is not completed in 5 days, booking may be cancelled at any time.
- **How many people can you service and what's the normal timing?** We can service any size party with our large team of experienced artists. We start planning 45 min per party member/ service, 1 hour for the bride/service. We will assemble your schedule. Large parties or desired shorter timelines equal more artists and fees.
- **Is there a required minimum number of people to be serviced:**
 - **Yes- we do have minimum services per artist and they vary based on date and location, quoted specifically for your date in our information email sent to you.**
 - Local events (within 20 mi from Artists and up to 40 miles from the Artist(s)- we typically require no less than bride+ 2 additional services and up to 5 additional services on peak dates, for each artist.
 - Events 40+ miles- requires minimum of bride+ 5 additional services for each artist (makeup and/or hair) and may be up to 8 on peak dates, for each artist.
- **Do you require a Bridal preview?** STRONGLY RECOMMENDED! Previews help everyone prepare.
- **Do you require BOTH makeup and hair to be done?** STRONGLY RECOMMENDED! Although we will do one service, we prefer both for cohesiveness. If hiring another licensed professional, i.e. regular Stylist, we are not liable for issues caused by them. If not notified of others hired at booking, a \$100 collaboration fee will be charged. Non- licensed professionals (i.e. family friend) incur a \$100 "quality control" fee.
- **"Why should I hire a team to prep me? I'm pretty good at doing my own makeup/hair?"** Our trained professionals offer expertise in color, technical skills, and product knowledge, ensuring a tailored experience.
- **Does your package ensure I have the same Artists both days?** Yes- a la carte package pricing guarantees your Artists for your preview and wedding, for service time only.
- **Travel:** fees maybe closely **estimated** at the time of booking based on likely artists. Rate is \$1/mile for any mileage over 20 miles each way for each Artist. Artists are scheduled after receipt of ALL paperwork AND retainer. Delayed action can impact final assignments and travel (if any) to be incurred. Fees are based on the confirmed Artist(s) round-trip distance from their residence to preview and wedding locations. We try to keep this to a minimum and schedule the closest Artists to your venue, but in the case of a full calendar, last minute/ delayed booking, lack of specific addresses provided at booking, or any distant preview location, any additional fees for any reason will be on the final invoice.
- **After booking, what should I expect in terms of communication and how often?** While we book well ahead, detailed planning begins no earlier than 4 months out. We work in event date order. If anticipated travel complicates scheduling, please advise. Be aware we work in date order, and we try to avoid delays caused by prior bride's lengthy response times. Please check our social platforms for most regular updates.
- **What time will my Artist(s) arrive on my wedding day?** THIS IS TENTATIVE UNTIL THE FINAL MONTH. Your wedding day is only confirmed after receipt of your Final Confirmations and the necessary completion time (usually set by your photographer). Please do not have your planner email more than 45 days out as we will have little info for them at that time. Timeline and balances CAN vary from original ESTIMATES. Others do not set our

timeline and the Bride or Planner are responsible for coordinating all vendor timelines to align. IF YOUR VENUE HAS A TIME RESTRICTION, YOU ARE RESPONSIBLE FOR LETTING US KNOW THAT AS SOON AS POSSIBLE.

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TERMS AND CONDITIONS

Overview of Our Process:

- Booking Confirmation Email
- What to Expect Email (within 2 days of booking)
- Starting Your Planning Process & Preview Prep (4 months before your wedding)
- Skin Recommendations and Tanning Referrals (after all preview prep received)
- Artist Introduction & Preview Scheduling (at least 3 months before your wedding)
- Preview ****the fun part**** (tbd by availability within 3 months of wedding)
- Final Confirmations & Party Submissions (60-75 days before your wedding)
- Timeline Creation (tbd by response time to Final Confirmations)
- Final Invoice (2-4wks before your wedding)

* Late bookings made within four months of your wedding date will necessitate a swift administrative process and require your prompt response to all stages and communications. Bridal and party response time can impact delivery time. Once all details are provided at any stage, your file enters the next queue. We always work in event order and then by order of receipt to keep everything flowing as smoothly as possible.

Retainer, Reservation of your Artists & Payment Terms:

- Services are reserved upon signing this agreement and paying a non-refundable retainer. Party Balances and all remaining fees must be paid by the due date on the final invoice provided to client within a month of the event, with late payments incurring interest. Failure to pay within 7 days of the event may result in termination of the agreement with no further obligation and retain any monies already paid as liquidated damages.
- Pricing is guaranteed upon booking, with no downgrades from service minimums (or equivalent balance) allowed. Additions are permitted with written consent, if schedule allows, at current prices.
- Non-refundable and non-transferable payment can be made via PayPal, Venmo, Bank Transfer, or online invoice. Credit cards can be submitted via PayPal or via online invoice prepared for you but incur processing fee. First come, first served policy applies based on paperwork/funds received.
- Retainer is non-refundable/ non-transferable in all cases as it is to secure ongoing service and BFF professional availability. For cancellation, Artists have turned away work and spent admin time. Fees to date are retained and not transferred in any way to another date or other services.
- If originally booking only 1 bridal service, and then needing to add the other service at a later time, the added service will incur another retainer of 1 service.
- As stated previously, BFF reserves right to book other parties for our team on that date, reserving other artists, based on booking information. We are not responsible for timeline changes closer to wedding. Client is responsible for communicating them. Additional artists, hours or Day Rates can be requested (not guaranteed).
- As mentioned previously, Travel can be TENTATIVELY ESTIMATED at booking and based on estimated mileage from each probable Artist to all locations. These are not guaranteed until all addresses are provided, available Artists are confirmed and scheduling/confirmation of appointment locations begins. Travel is incurred at over 20 miles each way and for each Artist at \$1/mile. All final/ additional amounts will be on final invoice
- Out of town brides will need to collaborate on their travel with no less than 2 weeks' notice for booking previews and preferably a weekday and weekend availability for most flexibility. Our weekends fill quickly and we need to be fair to prior booked clients.

- The retainer is to cover BFF admin, planning, and your bridal package services. Your bridal package automatically includes one artist. Depending on your total service numbers, requirements, and availability, multiple artists may be needed to complete the services for your preview and/or wedding day. Each additional artist is added at the rate of \$175 per artist, and must meet the per artist service minimums for your wedding date.
- We reserve the right to schedule, at our discretion, the appropriate Artists with the necessary timeline for your wedding. Additional artists/ Assistants for large parties/tight timelines (if available), are at the following rates:
 - If added anytime up until the 1-month mark, rate of \$175 per Artist/Assistant applies.
 - If requested/added within 1 month of the event, rate of \$200 per Artist/Assistant applies due to tighter timeline for re-coordinating.
 - This fee is an admin cost for additional management of more people on the project, and accounting for other weddings we cannot put them on. Travel/ early start time fees, etc. still apply for them.

We will attempt to notify you of this option as soon as might be necessary, but are not solely responsible. This option potentially applies in cases of large parties and/or tight timelines where our normal necessary time is restricted by other circumstances such as restricted timing allowed at a venue, late arrivals into town, preferred sleep-in time. If one Lead Artist has lesser services and can possibly assist the other, same fee applies. Requests are considered, not guaranteed. If approved, Lead Artists may bring trainees to shadow or supervise basic skills.

****In cases of additional artist requests ONLY for time constraints, and party size would not normally need additional Artists, note the minimum services per Artist provided by Company or an equivalent balance incurred.**

Artistic Style, Company Staffing and Parameters of Service/ Liability

- Client has spent a satisfactory amount of time reviewing Company' hair styling and makeup artistry work where all artists are represented and has a reasonable expectation that the services delivered will be in a similar manner and style as indicated on company website, social media and photographs. Client understands that these services are a) a subjective art, b) that the Company follows ever -evolving styles and techniques, and c) the company shall have final say regarding the final hair styling and makeup. All artists are bridal trained professionals in this specific industry for no less than 5 and up to 20+ years. Artists have been chosen based on their ability to meet your indicated needs and due to their repeated satisfaction with clients each year.
- Owner receives Artist photos and notes of preview look and supervises all services. Dissatisfaction with artistic style and ability does not warrant refunds for time already spent. If a difference of opinion in how to proceed exists between owner/ artists and client Company may release client with paid funds retained for time spent.
- We do not do "partial" makeup services due to hygiene concerns. Hair pricing is uniform. Longer hair past a bra strap may incur custom charges for additional time needed to accomplish a requested style. Additional wedding day time slots needed beyond 1-hour standard bride services or 45 min party services are \$75
- Client understands and agrees that it is hiring Company for its services, and that Company uses subcontractors. All contractors represent Company with the same professional standards and requisite training and/or certifications. While Client may request a specific HMUA for the Event, Client understands and agrees that it is not a guarantee. Company reserves the right to make adjustments as its see fit. Client will be notified who the specific HMUA will be within 60+ days before Event. All communication with them is overseen by Company.
- Client has sole responsibility of researching and acquiring event insurance to protect themselves from any unforeseen events, extreme weather, or extenuating circumstances beyond client and Company control. Client agrees to relieve and hold Company harmless for such occurrences.
- All brushes, tools and makeup products are kept sanitary and are sanitized between every makeup application. Makeup products used are skincare based and/or hypoallergenic. Any skin condition or allergy should be reported by Client on their personal assessment to the Company prior to application and if need be, a sample test of makeup may be performed on the skin to test reaction. Client agrees to release the Company, its owners,

and all employees and agents from liability for any skin complications due to allergic reaction. Clients and all-party members receive an exclusive detailed assessment and are advised to share any pertinent conditions there. Failure to disclose allergies or conditions waives claims.

Safe Working Environments-

- Client shall ensure the appropriate behavior of all people at all times during Company services. In the event Company or any of its agents experience any inappropriate, threatening, hostile or offensive behavior from any person at Event (including, but not limited to, unwelcome sexual advances and verbal or physical conduct of a sexual nature), Company will terminate services immediately and leave Event. Company shall be entitled to retain all monies paid and Client agrees to relieve and hold Company harmless as a result of incomplete services.
- Client acknowledges that Company 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 Event no parties shall carry weapons or firearms, be exposed to severe illness, broken skin, or request the Company to do anything illegal or unsafe. Company reserves the right to refuse services in unsafe locations or circumstances, and may terminate services without refund if deemed necessary for safety reasons. Client accepts responsibility for payment in full in such instances.

Client Responsibilities to Be Ready for Hair Styling and Makeup Application- preview and wedding

- Client understands and agrees that it is her and her agents' responsibility to have all hair freshly washed (1 day dirty at most) and completely dry for styling (unless otherwise instructed) for preview appointment and on the Event date. Company can provide a blow-out/ straightening if needed before any dry styling for an additional \$50 cost per person. For best hair styling results, Client shall provide Company with a cool, well-lit room with ample air conditioning for temperature control and anti-humidity purposes. Client and Client's agents shall arrive on time or incur waiting fees. Client further understands and agrees that it is her and her agents' responsibility to have all faces freshly washed and completely dry for makeup on the Event.
- Company is not responsible for compromised services at any time due to causes beyond its control such as incomplete information, changes in preferences, lateness or personal health of parties, weather, or event schedule issues

Preview Sessions

- Previews are not scheduled until ALL paperwork and retainer are submitted. Artists are not responsible for lost time if you are hard to reach. Last minute bookings (1 month or less), and the scheduling issues that may come from them, waive all negative publicity. We request Brides provide at least 1 weekday available for a preview as weddings are on weekend days. It is Bride's responsibility to check their emails regarding scheduling. If bride has little schedule flexibility that does not match that of Artists, Artists have right to provide separate sessions or a virtual preview session instead which will consist of a virtual web conference discussion of photos. When scheduling a preview, if you do not reply within 2 times of us contacting you, your dates will be provided to the next client waiting and rescheduling will be at a time of the Artist's convenience (i.e. a weekday)
- Requests to schedule previews on specific dates/before showers and Bachelorettes, are not guaranteed nor recommended. Weekends are prioritized for weddings. Weekday availability may be needed. Artist's willingness to accommodate specific dates/ times is up to their calendar and time assessment. We prefer to avoid peak am/pm traffic, but travel time of 45 min+ for any artist will incur an additional \$45. Any special requests of dates made after booking may delay scheduling in order to accommodate.
- Additional parties besides bride are not permitted at the preview (this includes friends, parents, etc.) as they increase our exposure to sicknesses during a busy season, it delays/ minimizes our date options, and extra persons present can cause the appointment to run longer. We understand family/friends are important, but we want to ensure clear communication from you directly on your wishes without interference or interruptions.

- You will be sent a preview preparation document. Lack of providing any information (health, parking, pets, etc.) or logistics requested, waives negative publicity due to lack of adherence to BFF policies. This includes our requirement of sanitation/ temperature-controlled room for all appointments.
- Appointment is usually at client's home, but this is not guaranteed. If better circumstances at another location, like the Artist's private home studio present, Artists may request/ require appointment be held there. We retain final right to choose of proper location for our work/calendars.
- If hired for both services, we DO attempt but not guarantee to schedule previews simultaneously. Previews are rescheduled in any extreme circumstance for Artist/ family member of Artist/ client.
- Early am fees for arrival times at or before 830am (just as on the wedding day), and any incurred parking fees needed (i.e. meters in dc for street parking if none is reserved/available) apply in all cases.
- Previews are reserved for Brides only (no exceptions) and we allot up to 2.5 hours total for both services (1.5 if having only one service). Additional time over that is incurred at \$30/ 30 min. Some styles require extra time over our regular time slots (most commonly Hollywood/Glamour waves to be set/cooled before styling, or some very elaborate styles found on Pinterest) to successfully preview and on wedding day and may be determined to incur an additional rate of \$75 for an additional time slot.
- Additional time after preview to discuss anything not mentioned at preview or for other party members is \$30/per 30 min and on final invoice. This is applied in all cases, but specifically in cases where client does not provide open feedback to the artist onsite. Owner will take time for discussion and review of all information. Artist will ask client multiple questions regarding satisfaction, therefore any negative feedback after the preview (allowing the artist to leave) will not result in any credits or free additional previews. Additional previews for anyone and for any reason are \$165/ per service. This also applies in cases where preview was originally waved by bride and then requested at a later time, moms wanting previews (which only in rare cases we can accommodate), etc. Rescheduling within 24 hrs. incurs \$75 fee per artist.
- Engagement photos/ bridal shower makeup and hair- To ensure the best quality of ALL looks, we STRONGLY recommend makeup and hair for these events be scheduled separately from your bridal preview. We cannot guarantee proper timing or impact of any changes if you request your preview to be done on the day of any event. Disregarding this suggestion waives any right to complaint regarding the final looks. A change of look fee of \$40 applies for each Artist if you want anything from your bridal look modified for your event look, and is added on your final invoice.

Client Communication/Planning/Payment Responsibilities:

- **TIMELINE PLANNING-** BFF requests client communicates to any planner/ venue coordinator/photographer, that we make our timeline and they must consult with us before producing a final schedule. ***We normally account for 1 hour for a bridal service, 45 minutes for any other adult. Please account for this in preliminary timeline planning.*** They can provide us with a necessary completion time and any requests, but any additional restrictions not placed by the venue contract or requested by client, and not consulted with BFF are not guaranteed to be adhered to. We determine our timing/staffing to provide our service with quality.
- If pets and/or smokers are at any location, you must advise due to medical risks. If not notified, Artists reserve right to reschedule at a fee of \$50 incurred on final bill. Bride must provide hard surfaces for placement of tools at all locations. Lack of doing so waives any damage or injury claims.
- All known allergies should be disclosed. Anything we are not made aware of waives any claim.

- Within 1 month, BFF will provide our service order and timeline. Delivery date is based on current workload in date order (again, please check social platforms for updates). Later delivery does not equal permission of delayed payment.
- Client is responsible for prompt updates on the following- preview availability/limitations, changes to party size/services for party members, change of getting ready location or access time, and ready time.
- Payment of final invoice is to be made in 1 lump sum by the contract-holder by the provided due date. We do not accept individual transactions for party members.
- Please notify your Artist of parking situation & hotel room number no later than the evening prior to event. Valet is used in all locations available and charged to due to large number of supplies carried. Please ensure Valet saves space for your artists as sometimes they shut down access unexpectedly. This can delay your timeline.

Additional Potential Charges to be Incurred:

- Weddings on any Federal holiday (New Year's Day, MLK Jr. Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving, Christmas Day and New Year's Eve) plus Mother's Day, Father's Day and Easter, incur additional \$75/artist. This fee applies to the Saturdays & Sundays before Memorial Day and Labor Day, the day the day before/ after Thanksgiving, before/ after Christmas, and New Years Eve Day due to lesser staffing during these times, so those available should be properly accommodated. During Holiday weekends, if alternative routes are needed or any mileage difference to arrive as close to schedule, you will be notified of those additional fees.
- Additional artists- fees detailed earlier- available to service large parties in less time/or due to service number changes. Due to larger party numbers and/or timeline, additional artists may be necessary. We reserve the right to add necessary staffing and charge accordingly for large parties to maintain our standard level. If client foresees growth in party but additional artists are not booked initially, client waives negative criticism if not available at later time. In such cases, clients remain subject to an inconvenient timeline to guarantee our quality. Additional reserved artists that end up unnecessary, funds are retained for holding their schedule.
- If your venue requires a Certificate of Insurance, to be an additional insured party on our policy, or any additional signed paperwork, there will be a \$20 admin fee added to the final invoice, per additionally added party. If your venue has 2 insured requests, there will be 2 charges. Such requests increase our rates and take time. In most cases we have provided this many times to the same venues.
- Final Confirmation forms are sent with a requested return deadline. If form is not returned by deadline, \$50 fee is incurred. Artists await your information to plan their schedule and last-minute finalizations take extra time/late hours.
- Fees for timing/order changes by client (if doable) ANYTIME after final confirmations are received:
 - Changes to service order or timing adjustment of 30 min or less-\$25 admin fee paid immediately via PayPal at info@bestfaceartists.com for updating documents and Artists.
 - Changes to service order or timing adjustment over 30 minutes- \$75 admin fee paid immediately via PayPal at info@bestfaceartists.com for time to rearrange schedules. This is in addition to party member rates still due as stated below.
 - Reminder- additional hours or a Day Rate may be an option to consider if the potential changes to numbers or timeline could be drastically different from original estimates.
- Fees for party service changes by client after final confirmations are received- The entire party balance is paid in advance by a set date, no exception, via the contracted client or their representative (parent/ planner). Last minute changes impact scheduling. Adjustments will be per BFF discretion only.

- Additions - full price + \$20 schedule adjustment fee. If added onsite, done only after contracted clients have been completed. No products or lashes provided.
 - Requested service changes after completion onsite (i.e.- a client wants only curls, then requests updo instead), Artists have right to quote additional labor.
 - Cancellations- fees retained. Artists' income doesn't fluctuate due to indecisiveness.
 - If clients are not ready to begin makeup/hair within 10 min of time slot, \$10 incurred for each 5 minutes. Bride is immediately responsible for such balances. Artists reserve right to change order to best stick to the timeline, so be flexible. Bride/Planner is ultimately responsible if delays are incurred from party members not being ready.
 - Any party member needing a blow dry before styling will incur a \$50, due immediately.
 - Add Ons of lashes/lip products on wedding day start at \$30 due to need of extra supply.
- Hair extensions used by Bride will be discussed in advance of wedding day with stylist and billed on final invoice. Starts at \$75. Party members bringing them to use on wedding day incur \$75 charge.
 - Travel rates- calculated based on each likely assigned Artist's distance to preview and wedding day locations. We may provide estimate only when booking and try to pair you with closest Artists. Once Artists and addresses are confirmed, any additional mileage, tolls, parking incurred will be on final billing. Changes in routes due to last minute events like festivals, etc. may incur charges.
 - Within 20 mile radius from your Artists- Free
- (for preview and wedding day travel that is a total of 80 courtesy miles)
 - Over 20 mile radius and up to 75 miles, \$1 per mile incurred per Artist
 - 75+miles radius- day rate and depending on location/estimated timelines for Artists, hotel room the evening before
 - Early Start Fees: For arrival times of 7am- 830am= \$100/Artist, Arrivals 530am-7am: \$150/ Artist. Add additional \$35/ hour/ artist for arrivals before 530am.
 - \$250 fee for touching products without authorization due to potential damage, sanitation issues, or theft. Anything broken or needing to be replaced as a result of any incident during onsite services will need to be replaced at full retail price.
 - Communication clause for Bridal Party: All must provide Makeup and/or Hair inspiration photos, in addition to the provided assessment. If someone requests more than minor adjustments to a previously request, we reserve right to refusal if this alters our final product/timeline. Time permitting, such a change incurs \$50 change of look fee. Failure to provide pictures/ information waives review. Leaving the Artist chair indicates satisfaction waiving negative feedback after the fact.
 - Meal and Non-alcoholic Beverage must be provided for Artist(s) if preparation timeline is 3+ hours.
 - Additional time- Past estimated completion time- \$115/hour/Artist. If location change is requested for touchup time (and requiring only touchup items), add \$75/artist in addition to touchup time \$115/hr./Artist charge. If an event (morning yoga/brunch) is scheduled for the party without consulting BFF, that intersects with the timing of BFF services, additional waiting time will be charged.
 - Any potential fees incurred or agreed to by the Artists onsite and not paid for onsite will be invoiced and payment due within 24 hours, incurring interest after and legally pursuable if avoided.
 - Please advise all party members that if they have opted out of services, they opt out of help from the Artists. That includes skill and tools. Nothing may be borrowed or given without a fee.

Odds and Ends/ Extreme Circumstances:

- All Best Face documents are legally protected. Client may not make amendments for any reason. This is a binding Agreement that incorporates the entire understanding of the Parties, and any modifications must be in writing, signed by both Parties.
- Bridal Communication Clause: If a Bride feels timeline is not going as planned and does not ask what can be done to “get back on track”, this waives later review or refund request. Artists are not responsible for anything they are not aware of or out of our control, i.e. weather, delays, photographs that aren’t able to occur, or changed/differing timelines from another vendor, without proper communication. If another vendor is impacted, we MUST be notified by that vendor. Anything other than our provided timeline is not assumed. Schedules require EVERYONE’S cooperation.
- Abuse/”zilla” Clause: Artists reserve right to cancel service and retain fees at any time leading up to and on the wedding day if client or anyone associated with them is uncooperative, does not adhere to requests/ deadlines, has unrealistic expectations, or is disrespectful to or regarding any staff in person or via e-communication. We reserve the right to cancel if professional input is rejected. We reserve right to refuse service to the excessively rude, intoxicated, irate, or those insensitive to any emergency situations at any time. These tendencies increase likelihood of harassment, unsanitary behavior, and delay the normal time for service. Balances due will still apply. Artists will not at any time be insulted, harassed, blamed for unnecessary things, blamed for delays not their fault, cursed at, held against their will at a location, or bullied into doing things they would not normally do. Artists will help make the environment and experience as stress-free as possible. They will not be requested to clean room (outside of their prep space), iron clothes, run errands, or pressured to a timeline any time other than what they feel necessary to carry out the service in a quality and satisfactory manner.
- Cancellation (by client) fees: Referenced on the signed contract. Notice must be sent via client to info@bestfaceartists.com and any fees due at time of cancellation sent via PayPal. Failure to pay may result in legal action. If wedding is called off for any reason and at any time, etiquette dictates the party who called off the wedding is responsible for any fees. If prior to 3 months, all fees paid are retained. If within 3 months but final party confirmations have not been provided, the cancellation fee of \$250 is due. If final confirmations are past due date and contract holder has held off on sending before cancelling, and cancellation is within 3 months, then a \$350 late fee will be due. If final confirmation document listing all necessary services has been provided to BFF (and anytime from there on), the TOTAL party balance is due if larger than the cancellation fee. Fees are due within 24 hours of the cancellation notice directly via PayPal to info@bestfaceartists.com either from bride or responsible party indicated on our paperwork. If not paid timely, 10% of the balance will be charged in interest per day and legal action and debt collection will be pursued. If BFF must cancel for harassment/ abuse/ difference of opinion in how services should be executed/Bridezilla clause, etc., an official notice will be sent and all fees paid to date will be retained without any further claims, defamation, or threats to sue from client.
- Cancellation By Company: Only in rare cases of severe injury or contagious illness, or death of Artist or their immediate family does this apply. In all other emergencies BFF works to provide another equally competent professional to replace the original Artist. Replacement Artist has access to our event file in order to ensure seamless transfer of duties.
- Inclement Weather/ Natural Disaster/Pandemic & All Other Unforeseen Circumstances/Force Majeure: Artists will absolutely do their best to arrive as scheduled if the event is still going on and law allows us to do so. Company will communicate immediate notice of situation to client. This includes possible arrangement of backup Best Face Artist(s). Artists have committed to attempt to arrive via all means possible. If not, client waives right to sue or claim faulty/ breached service on any platform or via any method. Artists cannot be guaranteed in cases of acts of God or natural disaster (fires, explosions, earthquakes, hurricane, derecho, flooding, storms, explosions, infestations) as well as snow and blizzards. If the likelihood of extreme weather conditions is over 10% in the weather report within 2 days of the wedding, Artists reserve the right to make a determination at any

time based on their personal safety without any harassment or threats of retaliation. If Artist feels the only way to still attend is to stay at the hotel of the bride the evening before, this will be the responsibility of the bride or contracted party to arrange and cover, as well as all food and snacks. Artists are Independent Contractors of Best Face Forward and therefore they must be personally insured and are not the responsibility of the company. In cases of extreme illness, epidemic or pandemic requiring any kind of self or government-imposed quarantine or separation from public, we will absolutely attempt to provide backup Artist for sanitary and health purposes but cannot be held liable or receive negative backlash via any means if not available/advised otherwise/ government declaration restricts our business, or if it impacts the health and/or well- being of any individual or our entire team. This applies in cases the event is cancelled due to any of the above type of unforeseen circumstances, and to include but not limited to (a) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot or other civil unrest; (b) government order or law; (c) actions, embargoes or blockades in effect on or after the date of this Agreement; (d) action by any governmental authority; (e) national or regional emergency; (f) strikes, labor stoppages or slowdowns or other industrial disturbances; (g) shortage of adequate power or transportation facilities, or (h) unforeseen death or extreme illness of Artist or immediate family member. Best Face waives cancellation fee and will excuse client of any further fees due, or if all final payments have been made, will credit the client via service and/or product in the amount corresponding to services that were unable to be done. Rescheduling fee may be waived once in unavoidable/ Act of God cases as mentioned prior.

- Any damages made to any BFF staff equipment due to any incident (including irresponsibility of anyone in the party, or any disaster at location i.e. fire or flooding), will be the sole responsibility of the Client to have items replaced at current retail value. An itemized invoice will be sent within 7 days, with a 4-week payment period. Client will also be responsible for attorney fees and cost of collections.
- Injury to any BFF staff for any reason not due to their own actions will be the responsibility of the person identified for incidentals. Resulting medical bills, will be sent for payment within 30 days.
- BFF reserves the right to take pictures of their work as it is the Intellectual Property of Best Face Forward. Sharing will be determined by Photo Release on Official Contract. We will not go against any client request to not post for personal, work, security or confidentiality reasons. We always tag photographers photos if they share, as the photos are their IP.
- Balances not paid by the indicated invoice due date/before the wedding day, results in our Artists reserving the right to refuse service or incur interest of \$30/day after 8pm on invoice due date. Bride/Contracted party will be held liable in such a situation. Party members do not have payment for last minute add Ons, service can only proceed if payment is made by any person on their behalf. If only available payment on hand by party member that day is by credit card, they must submit payment using card via Artist's preferred digital payment platform (i.e. PayPal or Venmo) and an additional fee of \$15 will be added. Payment must be initiated before service begins.
- This Agreement shall be governed by and construed in accordance with the laws of the State of Virginia including all matters of construction, validity, performance, and enforcement and without giving effect to the principles of conflict of laws. The Parties agree that any dispute or lawsuit arising out of, or concerning, this Agreement that is not first resolved by arbitration shall be resolved exclusively in a court of competent jurisdiction located in Fairfax, VA The Parties assume responsibility for their own collection costs and legal fees incurred should enforcement of this Agreement become necessary.
- Any and all disputes or disagreements rising between the Parties out of this Agreement upon which an amicable understanding cannot be reached, shall be decided by arbitration in accordance with the procedural rules of the American Arbitration Association. The Parties agree to be bound by the decision of the arbitrator(s). The arbitration proceeding shall take place in Fairfax, VA unless another location is mutually agreed to by the Parties. The cost and expenses of the arbitrators shall be shared equally by the Parties. Each Party shall be responsible for its own costs and expenses in presenting the dispute for arbitration.

- In the event that any part of this Agreement is found to be invalid or unenforceable, the remainder of this Agreement shall remain valid and enforceable. Any failure by one or both Parties to enforce a provision of this Agreement shall not constitute a waiver of any other portion or provision of this Agreement.
- This Agreement cannot be transferred or assigned to any third-party by either the Company or Client without written consent of both Parties.