

## Team Glam Detroit Service Contract

### Event Information

Bride/Client: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Instagram: \_\_\_\_\_

Date of wedding/event: \_\_\_\_\_

Location where services are to be performed: \_\_\_\_\_

Bride must be ready by: \_\_\_\_\_

Bridal Party must be ready by: \_\_\_\_\_

Please fill out the number of people receiving hair and makeup below:

Makeup		Hair	
Bride:		Bride:	
Attendants:		Attendants:	
Flower girls <i>(ages 9 and below):</i>		Flower girls <i>(ages 9 and below):</i>	

Please read over our policies below and on the following pages.

### **Trials**

Trials are performed on Mondays. Weekends are usually booked with weddings. If you cannot make a Monday trial, please make a special request and we will do our best to accommodate. Bride/Client must come with clean blown out hair.

Any use of any styling tools (flat irons) prior to trial will affect the final outcome, and stylist will not be held accountable. Please come with photos of inspiration that have similar texture to your hair. Please be fully transparent in your likes, dislikes and concerns in your first trial. Now is your time to speak up on likes and dislikes. Our stylists and artist specialize in bridal styles and makeup and can adjust during your appointment. We promise we have thick skin and prefer direction and open communication. If you are not satisfied, we have a team of over 20 artists and can pair you with another team member who may be a better fit.

If concerns are not addressed during trial, a second trial will result in a payment of 95.00.

### **Hair Status Prior to Service**

All formal styling services are done on DRY/CLEAN hair to achieve the best result. If a stylist needs to blow-dry a client's hair before a hair service, it will be an additional charge of \$25.00-\$40.00 based on thickness/length.

If you will be using clip-in hair extensions on your wedding day, they must be washed and dried prior to use at trial otherwise we cannot guarantee proper hold. **Should a bridesmaid opt for hair extensions, there will be an extra charge of \$30.**

### **Liability**

All make-up, tools and products used will be in the most sanitary state as possible in between use. If client has any allergies to products this must be disclosed in advance in order to make any special accommodations. Team Glam will not be held liable for any allergic reactions, illness, or injuries.

By signing below, the Client/Bride acknowledges the information provided about their event is accurate, as well as the terms and conditions described under trials, hair status and liability.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Payment

### Deposit

A \$205.00 non-refundable deposit is required along with this signed service contract. Your date is not reserved until deposit has been made.

This deposit will be used towards your Hair and Make-up Trial. If you cancel your trial within 48-hours of the scheduled trial time, you will forfeit your deposit. If you do not receive a Hair or Make-up trial it will go towards your Hair and Make-up services on the day of the event. Bride is responsible for setting up her Trial, although a trial is not mandatory, it is recommended. Bridal trials are typically scheduled during the week because weekends are usually booked with other on-site events. If Team Glam Detroit must cancel services and the Trial has not been completed, the deposit will be returned.

Deposits can be paid via **Venmo** or **Zelle**.

- **Venmo:** Venmo username: @teamglamdetroit
- **Zelle:** If your bank uses Zelle, you can search our Zelle account via phone number: (248) 462-4800

### Final Payments

All day-of final payments must be collected before services begin and **must fulfill the total balance due of the entire party** (ex. Bridesmaids cannot pay their individual balances to individual stylists. The final payment must be **ONE PAYMENT** of the entire balance due). We do not accept separate transactions.

If you wish to give gratuity to any of our stylists, we kindly ask you give it directly to the stylists (via cash or their personal Venmo accounts) and do not include it the final payment.

Final payments can be paid via **cash** or **check**:

- **Cash:** All cash payments must be collected and put into an envelope and given to the head stylist.
- **Check:** Please make your check payable to "Team Glam Detroit"
- **Venmo:** A one-time Venmo payment can be made for the entire balance due. Note, there will be a **2% fee on Venmo transactions** (\$2.00 for every \$100).
  - Venmo username: @teamglamdetroit
- **Zelle:** A one-time Zelle payment can be made for the entire balance due. Note, there will be a **2% fee on Zelle transactions** (\$2.00 for every \$100).
  - If your bank uses Zelle, you can search our Zelle account via phone number: (248) 462-4800

### Add-On

All add-on services that are being performed are based on Stylist/Make-up Artist availability and discretion.

By signing below, the Client/Bride acknowledges they have read, understood and agree to all stipulations around paying the deposit and final payments.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Pricing

### Travel/On-Location Fees & Out-of-Town Events

We require at least 6 services when traveling to you. A travel fee is charged based on where your on-site wedding or event services are being performed. The fee is \$60 per stylist. Outside of a 30-mile radius or 45-minute travel time, please contact us for a travel quote. The traveling fee covers the cost of gas, mileage, and packing/transportation of tools. If your wedding or event is out of town, we require sleeping accommodations for the night before if your start time is in the morning. For out-of-town events/weddings, final payment is due the night prior to the event.

### Parking

In the event where Team Glam Stylists/Make-up Artists will need to pay for parking or valet accommodations, it will be added to your total invoice.

### Holiday Weekend Pricing

If your wedding/event takes place on a holiday weekend, each service price will increase by \$15. This increase is to respect our stylists' sacrifice to take time away from their loved ones on a holiday.

Holiday weekends are as follows and will be considered holiday pricing at \$15 per person.

- New Year's Eve/Day
- Easter
- Mother's Day
- Memorial Day
- Fathers Day
- 4th of July
- Labor Day
- Halloween
- Thanksgiving
- Christmas

### Early-Start Pricing

When services start before 7 AM, a \$50/hour fee per stylist will be added.

By signing below, the Client acknowledges that they have read, understood and agreed to all special pricing instances. The signature also indicates the Client also understands that due to factors such as inflation, changes in market conditions, material pricing, and more, all prices are subject to change without prior notice.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Scheduling, Changes, Delays, Cancellations

### Cancellations/Changes

If in the event the contract needs to be cancelled or the number of services changes, **it must be done at least 90 days prior to the event.**

If changes or cancellations are made within 89 days prior to the event, the Bride/Client is responsible to pay 100 percent of the original agreed upon services. If the Bride/Client does not pay, Team Glam Detroit will charge the credit card in the attached Credit Card Authorization Form.

If the Bride/Client decreases the number of services prior to 90 days before the event, the Bride/Client is still responsible to pay 100 percent of the original agreed upon services. If the Bride/Client does not pay, Team Glam Detroit will charge the credit card in the attached Credit Card Authorization Form.

### Scheduling

All clients/bridal party must be present at the time services are scheduled to start. **Everyone must be present unless given permission in advance.**

We will not accommodate time slot selections by the clients/bridal party. We do not accommodate this due to a few reasons:

- The Bride's slot is prioritized to ensure her hair and makeup looks flawless for the longest period of time.
- Everyone's hair takes a different amount of time. Some hairstyles require a setting period. Often we will start hair, do makeup while it sets, then go back to hair.
- We prefer to keep chairs always filled, which sometimes requires making slot adjustments as we go.

### Client Delays

If TGD artists/team arrive and clients/bridal party are not present or running late (more than 30 minutes), all clients may not be guaranteed service, but the total balance due will remain the same. Team members will not sacrifice their work and rush through a service due to tardiness on the client's part. We take pride in our work at Team Glam Detroit. If an emergency occurs, we will do our best to maneuver through the circumstances. We pride ourselves in scheduling more than enough time to give our clients a quality service.

By signing below, the Client acknowledges that they have read, understood and agreed to all policies surrounding scheduling, changes, delays and cancellations.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Social Media Policy

1. The Client \_\_\_\_\_ gives Team Glam Detroit the authorization to publish any or all photographs from your wedding or event to be used for any publication, advertisement or social media posts for Team Glam Detroit.
2. The **Client agrees not to tag individual stylists** affiliated with Team Glam Detroit on any social media platforms, including but not limited to Instagram, Facebook, Twitter, and TikTok. Team Glam Detroit acknowledges and appreciates the Client's desire to credit the stylists involved in their services. Therefore, Team Glam Detroit will ensure that proper credit is given to the stylists who have contributed to the Client's desired look or service.
3. In the event that the Client wishes to credit the stylists publicly, they may do so by mentioning Team Glam Detroit as a whole, without specifically tagging individual stylists.
4. Team Glam Detroit reserves the right to request the removal of any tags or mentions of individual stylists on social media platforms, in order to maintain consistency and professionalism in their online presence.

By signing below, the Client acknowledges and agrees to abide by the above-mentioned social media policy set forth by Team Glam Detroit.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Communication Policy

This communication policy is in place to ensure efficient and organized communication between the client and the stylists, as well as to maintain professionalism and respect for the stylists' personal boundaries.

1. All communication regarding bookings, appointments, and related inquiries shall be conducted exclusively through our designated booking coordinator ([contact information here](#)). The contact details will also be provided to the client upon confirmation of the booking.
2. Clients are strictly prohibited from contacting stylists directly through their social media accounts or any other personal communication channels.
3. Any attempt to contact stylists directly through social media or personal communication channels may result in cancellation of the booking without refund.
4. The booking coordinator will serve as the primary point of contact for all communication between the client and the stylists. They will relay any necessary information, requests, or concerns to the appropriate stylist on behalf of the client.
5. Clients are encouraged to communicate their preferences, requirements, and any changes to their booking through the designated channels provided by the booking coordinator.
6. The booking coordinator will make every effort to respond to client inquiries and requests in a timely manner. However, response times may vary depending on the volume of inquiries and the availability of the booking coordinator.

By signing below, the client acknowledges that they have read, understood, and agreed to the communication policy outlined in this contract. The client understands that the booking coordinator is responsible for managing the stylists' schedules and availability, and therefore, all communication regarding bookings must be directed through the designated channels provided.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**CREDIT CARD AUTHORIZATION FORM**

Please fill out all fields.

Card Type:  Mastercard  VISA  Discover  AMEX

Other: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiration Date (mm/yy): \_\_\_\_\_ Security Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City, State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

I, \_\_\_\_\_, authorize Team Glam Detroit to charge my credit card above if I cancel/change contracted services within 90 days prior to my event and fail to comply to pay the original contracted amount. *Please refer to the Cancellation/Changes portion of the Contract for full detail.*

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Contract Agreement

Team Glam Detroit has the ability to refuse service or void the contract on pages 1 through 9 at any point in time.

**By signing below, I certify that I have read, understand and comply to agree with all terms and conditions in all pages of this contract that apply to doing business with Team Glam Detroit.**

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_