



Services Info and FAQs

Contact Information

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www.ezrafaebeauty.com

Services Rate: *Starts* at \$50.00*+\$5.00 for false lashes
(per pair)

In Person Consultation Fee: \$50.00/ hour

Makeup Lesson: \$50.00/ hour

Virtual Consultation Fee: \$30.00/ hour

Travel Fee: \$0.67 per mile (see Travel Fee section for
more information)

Services may be booked via email or Instagram direct messages.

6% for tax applied to all services

*Rates vary, deposit required for all services. Rates may be subject to change.

Scheduling and Services

Services can be scheduled for any style of makeup (excluding extreme SFX makeup and prosthetics). Scheduling will depend on the mutual availability of the makeup artist and client. Ezra Fae Beauty will determine the price of services on an individual basis. Please note that services are not guaranteed to be priced at the starting price.

Services can be scheduled without a consultation, however it is advised to schedule a consultation in addition to the makeup service.

Consultations can be held virtually or in person. In person consultations consist of a brainstorming session in which the client and makeup artist will discuss ideas, products, and techniques as well as any makeup session related topics. The makeup artist will then do a trial run of

makeup services and allow the client to suggest any major alterations. Virtual consultations consist of verbal consulting via video call.

Makeup Lessons

Makeup lessons with Ezra Fae Beauty are designed to be whatever you want them to be! Lesson subjects can include shade matching, color correction, application for specific looks, and more! Makeup lessons can also include traveling to shop for products in person. Lessons are designed to be one on one at this time.

Fees, Payments, and Cancellations

Deposits of 25% of the total service charge will be required upon scheduling any service. Deposits will be subtracted from the total of completed services. These deposits must be received upon scheduling of services. Makeup services will be paid for after the service is completed, in person, before the client and the makeup artist part ways.

Hourly services start at \$50.00/hour and \$50.00 is the minimum payment. This means that if a service runs under

an hour, the client will be charged the starting amount of \$50.00.

Accepted methods of payment are Venmo, Cashapp, Apple Cash, written checks or cash. Deposits must be paid electronically.

If a client must cancel their service, they must communicate within 7 days of their service. (Ex- if a client is scheduled on January 7, they must cancel by 11:59 pm on December 31.) Clients who cancel past the 7 day period will be required to pay for 50% of their remaining balance by 11:59 pm on the day that their service was scheduled.

In the event of client cancellation, deposits will not be refunded under any circumstance. Clients are able to request a rescheduling of services if needed, but it is not guaranteed. In the event that a reschedule is not possible, it will be considered a cancellation. If the service is canceled after a failed reschedule, the 7 day policy will apply.

If clients are unable to pay on the day of their service, the Ezra Fae Beauty will cancel the service, and clients will be required to pay 50% of their remaining balance.

Ezra Fae Beauty reserves the right to cancel or refuse any service for any reason, with or without explanation. This may include stopping a session before it has finished. Clients whose services are canceled due to artist illness, scheduling conflicts, or other personal matters of the makeup artist will not be required to pay for their service. In these cases, deposits will be refunded. Clients whose services are canceled by the makeup artist within 7 days of their service due to safety concerns*, disruptive behavior**, or a breach of the contract will be required to pay 50% of their remaining by the day of their service.

*Safety concerns are defined by Ezra Fae Beauty as factors or environments that would put the makeup artist at risk of physical harm. Examples of safety concerns include but are not limited to an unsafe working environment, aggressive pets, traveling in severe weather conditions or hosting a session in a location that poses risk of physical harm.

**Disruptive behavior is defined by Ezra Fae Beauty as behavior that is unprofessional or unsafe. Examples include but are not limited to discrimination, threats, verbal abuse, physical abuse, harassment, dangerous or violent actions, or any other behavior of a client, guest, or person present during the session that causes the service to be interrupted.

Clients who refuse to pay for their service upon completion risk refusal of future services and legal action.

Ezra Fae Beauty strives to make every client happy, but in the event of dissatisfaction with a makeup look, a refund will not be issued due to use of time and materials. It is encouraged that clients schedule a consultation to avoid this outcome. It is also encouraged that the client clearly communicate their vision for their completed look as well as communicate throughout their session.

Please note that Ezra Fae Beauty will do everything to help achieve a certain look, but looks will never be identical to images and other media due to individual facial structure, skin type, complexion, product availability, and other factors.

A 6% charge from your total charge (including deposits) will be required for tax. Tax will be collected with the total service charge at the end of your service. Tipping is not expected but is always appreciated.

Travel Fees

A travel fee of \$0.67/mile will be required for any service in which Ezra Fae Beauty is required to travel to

the client. This fee only applies to traveling to the session, not driving back.

The total travel fee will be calculated prior to the session via Apple Maps.

Travel fees are not part of the service rate or deposit, they are an additional charge. Travel fees must be paid at the end of your session with the remaining balance. Travel fees will not be required for consultations, but will be required for makeup lessons and in person shopping trips.

Clients may have the option to travel to the Ezra Fae Beauty home studio, but this option is never guaranteed for the protection of both parties. If traveling to the home studio is available to you, you will be notified during the scheduling process.

Ezra Fae Beauty Home Studio

Traveling to the Ezra Fae Beauty home studio is never guaranteed. Invitations to the home studio will be issued at the discretion of the makeup artist.

Clients who have their session at the home studio are welcome to bring one guest. Guests are welcome to observe the makeup session but may not have any

applications done without previously scheduling a session. Guests cannot be under the age of 18. Disruptive guests will be asked to leave (please refer to Fees, Payments, and Cancellations for details on disruptive behavior). If the client chooses to leave with their guest before services are completed, no refunds will be issued and services must be paid in full.

Clients will have a 15 minute grace period in case they are running late. If clients exceed the grace period, their session may be cut short or canceled without a refund. Sessions that are cut short will not receive the full service they paid for but will still be required to pay in full. Clients are encouraged to plan ahead for traffic. Clients cannot start their session earlier than 15 minutes. Clients who arrive earlier than 15 minutes before their session are asked to wait outside or in their vehicle until their scheduled time to give the makeup artist the appropriate time to prepare.

Please be mindful that you are entering someone's home, and extend respect to your makeup artist and others in their home.

If clients are no longer able to travel to the home studio for their session, they must communicate within 24 hours. The makeup artist may travel to your location instead, but it is not guaranteed. Travel fees will then

apply. If the artist is unable to travel to your location, it will be treated as a cancellation.

If a client or guest causes damage to the home or property of the makeup artist, the client will be responsible for the damages, including payment.

Hosting a Session

If the makeup artist travels to a client's home or location of their event, anyone present is welcome to observe the makeup session, but no additional applications will be completed without previously scheduling.

Ezra Fae Beauty asks that pets are kept on a leash, in a kennel, or in a separate room. Children are asked to be kept in a separate room or kept under supervision. Children cannot be supervised by the client, as the client will not be able to dedicate the appropriate attention towards the child and receive proper service at the same time. The terms on pets and children apply from the time the makeup artist arrives until the time the makeup artist has left the premises. Ezra Fae Beauty is not responsible for the safety, supervision, or entertainment of any pets or children under the client's care and reserves the right to

halt or cancel services if children or pets disrupt the makeup service.

If a client is hosting their makeup session, the makeup artist will need access to a table, counter, or equivalent in order to provide service. One chair for clients is required. Additionally, a source of white light is needed, such as a naturally lit room or a ring light. If these requirements cannot be met, clients must communicate within 24 hours of their session so that one may be provided. Failure to communicate or provide these requirements within the appropriate amount of time means that the artist will be unable to complete services and it will be treated as a cancellation.

If a client can no longer host their session, they may be able to travel to the home studio for their session if they communicate within 24 hours of their session. This is not a guarantee.

For clients under the age of 18

Clients under the age of 18 are eligible to receive most services, with exceptions at the discretion of the makeup artist. Clients under the age of 18 must have a parent or legal guardian present for the duration of any and all services. A parent or legal guardian must complete

all paperwork on behalf of the client. Services will not be performed on clients under 18 without the written consent of both the client and the legal guardian.

Siblings, grandparents, and other family members or friends may not sign for a client under 18 unless they are the legal guardian.

Clients under 18 must have their parent or legal guardian with them at the home studio. In this case, the parent or guardian will count as their guest and no additional guests will be permitted unless the client has received permission in advance.

Services will not be provided to any client under the age of 13. Ezra Fae Beauty reserves the right to request proof of age for any client as well as proof of guardianship (example: birth certificate, government ID)

Please note that if the adult signing on behalf of the minor is not the parent or legal guardian, Ezra Fae Beauty reserves the right to cancel services.

Contract and Liability

All clients must read and sign a contract pertaining to the service they scheduled within 24 hours of scheduling.

Failure to sign within 24 hours may result in cancellation and deposits will not be refunded. Clients are required to sign a contract for their protection and the protection of the makeup artist. Ezra Fae Beauty is not liable for any personal injury or damages. Read over the contract, services guide, and ask any questions before signing. Once a client has signed, they are required to fulfill their end of the contract.