

Terms & Conditions – Rachel Elizabeth Illustration

Deposit & Payment

A non-refundable deposit is due to reserve your date and services agreed. No date is secure until a deposit has been made. At this time you will also receive a contract agreeing to the terms and Conditions. Full payment is due 4 weeks prior to the event date. Should final payment not be received then the services will not be full-filled.

Cancellation

Should you wish to cancel for any reason, prior to 2 weeks before the event, then payments made minus deposit will be refunded to you. Any cancellations within the 2 weeks up to the wedding date will not receive any payments. Should Rachel need to cancel for any reason then full payment including the deposit will be refunded.

Time-line

6 Weeks prior to the event a call will be scheduled to go over any last details or requests, and exact expectations from both parties should and will be discussed for full transparency of what is expected to happen on the day and how.

Pricing

Rachel Elizabeth Illustration reserves the right to change prices without notice. Pricing changes may be affected by an increase or decrease in supplier, service and/or production costs. Quotes and estimates are valid for 30 days unless told otherwise. Pricing is sealed once a deposit has been paid.

Design Property

All designs and concepts are property Rachel Elizabeth Illustration. Rachel Elizabeth Illustration retains all rights to use the preliminary and completed designs for the purpose of display or for other clients, upon request. Permission is given for Rachel to share media taken of the event on her social media and websites. Should you wish for media to not be shared then please inform Rachel and it will not be shared.

Delivery

All shipping and postage will be assumed by the client. Rachel Elizabeth Illustration is not responsible for any damages incurred during shipping and/or mailing or items that are not delivered. Any shipping charges will be added to your final invoice. All invitations are delivered via Royal Mail tracking.

Travel

All travel fees are arranged at time of enquiry and included in the final quote, this may or can include price for mileage or even an overnight stay should the event be further than 2 hours away from Nottingham or needed due to start time. Should venues change then please inform Rachel as early as possible to check for any additional costs.

Set Up

A table and chair needs to be provided between venue and the customer. Rachel will then set up in the desired space for the duration of the event. Once the agreed time frame has been met, all completed art work will be left on the table in secure packaging for each guest. Rachel cannot be held responsible to any damages to any artwork.

Abroad Package

A non-refundable deposit of 50% is due upon booking to reserve your date and services agreed. The remaining balance is then due 8 weeks prior to the event. Should final payment not be received then the services will not be full-filled. If booking withing 2 months of the event date than full payment is required.

Change of date

If you need to change your wedding date, please let us know as soon as possible. Any changes are subject to availability and are not guaranteed. Please liaise with us to check our availability before moving your wedding date. We always advise getting more than one new date option from your venue for a move of date to give us the best chance of being able to change the date. If we can change your wedding date, provided it is within 12 months from the day you request the change, the booking fee will be transferred to the new date. If you are moving your wedding to a date we are unavailable for, unfortunately the booking fee will be strictly non-refundable.

Live portrait full and half day

For all packages for live guest portraits, on average a couple's portrait will take around 10 minutes. Therefore, an average of 6 per hour, therefore you should expect to receive: 6 x available painting hours (e.g. If 2 hour slot, then $2 \times 6 = 12$ portraits), as discussed at your 6 week call and also your initial booking. If you are having a ceremony or venue painting, this will normally take up to 2 hours, but will be discussed in prior meetings. All expectations and estimates will be given to brides at the initial booking stage and also adjusted if needed at the 6 week call.