



# COVID POLICY

## CANCELLATIONS + POSTPONEMENTS

*Every effort will be made to work alongside our brides during fluctuating restrictions.*

*If the client wishes to postpone due to current restrictions mandated by the government, Ysabel Artistry will transfer the retainer fee onto a date the wedding can finally be held. This is subject to our availability. If the client decides to go ahead with a date that we are unavailable for, it will be considered as a cancellation of our services. Retainer Fees are non-refundable and non-transferable as we have held the original date as agreed.*

*If the client wishes to cancel the service at any time due to reasons of COVID but the health advice and government mandate have not otherwise prohibited the wedding from occurring on the day, this would be considered a cancellation by the client in which the retainer fee and any payments made to date are forfeited and will not be returned.*

*In the event, the client wishes to cancel their wedding and not reschedule, it is considered a cancellation of the booking by which the client then forfeits the retainer fee and any payments made to date.*

*In the event I cannot be present as your artist due to being a close contact or a positive for COVID, every effort will be made to find an artist replacement of the same level and skill set. The quote will also be revised.*

*With a backlog of postponements from last year's lockdown to today's, vendors have been strongly suggesting that it may be worthwhile considering a weekday wedding to increase the chances of availability for everyone involved.*

*Thank you for your understanding as we try to help all our couples navigate through these uncertain times whilst also keeping our small businesses afloat.*