

Wedding and Event Booking Terms and Conditions

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Effective 19 October 2026 for new bookings only. Existing confirmed bookings retain their previously agreed terms unless separately amended.

1 Your quotation and booking

Your written quotation identifies the booking branch, services, event dates, scheduled service times, venue, confirmed discounts, applicable GST, separately agreed extras, payments and refundable caution deposits.

Bookings can be confirmed in person or by email once the branch has agreed the details and recorded payment against the quotation. A website enquiry, estimate or WhatsApp request does not itself confirm a booking.

Full payment and the applicable caution deposit are due by 14 calendar days before the event. For bookings accepted within 14 days of the event, full payment and the applicable deposit are due at confirmation.

2 Prices and changes

Confirmed quotations remain fixed unless additional services or mutually agreed changes occur. Changes to booked time, makeup, hair or other service requirements must be communicated and agreed at least seven days before the event. Changes requested within seven days require separate agreement, including any additional charges. Removing services is a partial cancellation.

3 Trials and completed services

Trials are separately priced and paid for. Trial appointments are available on weekdays, 10 AM-1 PM, at least ten days before the event, subject to branch confirmation.

The trial fee before GST may be credited once against that person's makeup booking, subject to branch confirmation. Trial GST is not credited. If the related makeup booking is cancelled, reverse its conditional pre-GST trial credit. Do not reverse unrelated credits or charge a completed trial or service twice.

Travel and cancellation

4 Travel and optional extras

Record the venue, quoted route and distance. Use the one-way shortest practical Google Maps driving route from the service-providing branch to the venue.

For 30-150 km inclusive, Vinitas charges a 30% outstation service surcharge on the agreed pre-GST eligible service value after confirmed discounts, excluding travel, rental and caution deposits. Apply this surcharge once to the combined eligible services at one venue. Applicable GST on Vinitas service charges must be shown in the quotation.

Below 30 km there is no automatic outstation surcharge; separately agreed travel arrangements may apply. Above 150 km is outside standard service coverage. Customers provide the agreed accommodation and meals for outstation work.

Customers pay cab and transportation charges directly to the transport vendor. Vinitas does not collect, invoice or receive those payments. The transport vendor is responsible for its own charges, receipts and applicable tax treatment.

Show any agreed vendor round-trip cab cost separately for information only, outside the amount payable to Vinitas. An additional Vinitas fee applies to on-location services before 6 AM.

Early-morning, waiting, touch-up and other agreed extras must be identified in the quotation. Travel and rental extras follow separately agreed conditions.

5 Written cancellation notice

Send written notice to the designated booking-branch WhatsApp number or email address recorded on the quotation. The delivery timestamp in Indian Standard Time determines receipt, not when staff read it. Count calendar dates relative to the scheduled event date.

Written cancellation timing	Charge
14 or more calendar days before the event	25%
7-13 calendar days before the event	35%
1-6 calendar days before the event	50%
Event-day notice before the scheduled service	50%
Genuine no-show without notice	75%

Only the applicable category is charged. Charges are not cumulative. Late arrivals, notice at or after the scheduled service start, and exceptional circumstances require documented individual review. They are not automatically classified as no-shows.

Charges and refunds

6 Cancellation calculation

Apply the percentage to the agreed GST-inclusive service booking value after confirmed discounts. Exclude refundable caution deposits. The calculated cancellation charge includes applicable GST; GST is not added again.

Partial cancellations apply only to the cancelled services. Separately priced events or sessions have separate calculations using their respective dates and agreed values. Completed trials and services are accounted for separately. Reverse only conditional pre-GST trial credits linked to the cancelled makeup booking, without reversing unrelated credits or double charging.

An advance is a payment towards the booking. The percentage is not automatically calculated on the advance. Any amount due beyond an advance follows the agreed booking terms and is not automatically taken from unrelated deposits. Travel and rental extras follow separately agreed conditions.

7 Refund process

Send a valid written refund request to the designated branch WhatsApp or email. Refunds due are processed within seven working days after the valid written request and determination of the refundable amount, subject to applicable law. Working days are Monday-Saturday, excluding Sundays and applicable bank/public holidays.

Rental-deposit refunds follow completion of the return assessment and written request. The branch manager verifies the calculation; the Managing Director or authorised finance person approves it. Refund to the original payer's verified bank account where feasible. Provide an itemised statement, retain payment evidence and notify the customer promptly of disputes or delays.

Distinguish Vinitas advances, cancellation charges, refunds and credit notes in the accountant-approved records. Payments made directly to transport vendors are not Vinitas receipts and are not included in Vinitas refunds. Any vendor refund follows the separately agreed vendor arrangements and applicable law.

8 Consumer rights

Completed makeup and hair services are generally non-refundable, subject to applicable consumer rights. These conditions do not exclude refunds, compensation or other statutory remedies for deficient services or a failure by Vinitas to perform. The customer-cancellation schedule does not remove those remedies.

Please raise concerns while the team is on location where possible. Reporting a concern later does not remove your statutory rights.

Rentals and photography

9 Jewellery rental and return

Each rental booking has a separate refundable caution deposit and a record of the rented set, supplied accessories and attachments, documented reasonable replacement value, final agreed event covered by the rental, handover condition and return condition.

Return the items by 7 PM IST on the day after the final agreed event covered by that rental. Separate rental bookings have separate deadlines.

Late return is charged at INR 1,500 per late calendar day or part-day per rental booking. Cap total late charges at the documented replacement value. Damage charges are reasonable, documented repair costs; loss is charged at documented reasonable replacement value. Avoid overlapping late and loss charges for the same loss.

Itemise all deductions. Cancellation does not automatically forfeit a caution deposit. Any rental-deposit refund due follows the completed return assessment and written request, within the seven-working-day process in section 7. All charges remain subject to applicable law and consumer rights.

10 Photography and marketing

Separate affirmative consent is required for taking photographs/videos, organic website/social-media marketing and paid advertising. All choices start unselected. Refusal does not affect booking or service. Keep photography consent separate from booking acknowledgement.

Obtain each identifiable adult's individual permission. Appropriate guardian consent and safeguards apply to minors. One person's permission does not cover other adult guests.

Withdrawal requests can be sent to the booking branch or contact@vinitas.co.in. Record the request and its handling. Do not promise automatic deletion or guaranteed removal of copies held by others.

11 New and existing bookings

This version applies only to new bookings from 19 October 2026. Supply the dated conditions before payment and retain the customer's acknowledgement with the quotation. Existing confirmed bookings retain the terms previously agreed unless separately amended. Retain the original terms and any separately agreed amendment.