



# MEHNDI MADNESS.COM

## HENNA TATTOOS

Parties, Events, Classes & Appointments

### Policies and Fees

#### **Customer Service:**

We strive to maintain good relationships with all customers, vendors, and staff. We diligently work out grievances with professionalism, non confrontational means and in the spirit of compromise. We appreciate and expect all issues to be brought to us in a discrete and private manner prior to utilizing negative social media/cancel culture for resolution.

We are an all inclusive company and do not discriminate against anyone due to race, color, religion, sex (including gender, sexual orientation, and pregnancy), national origin, age, disability or genetic information within our hiring practices and customer service.

#### **Refund Policy:**

**Product:** All sales on product are final.

**Designs:** Once your design has been applied by the artist to the best of our ability you are responsible for the care and development of that art; including caring for the design while drying and following the aftercare given by us. Requests for refunds are rarely given and should be requested only after 72 hours from application. Pictures of the design will need to be submitted and reviewed. After this process, it is likely you will be given advisement on what you can do to improve or recover the design. If on the rare occasion there is a problem with our product, we will know because we will have heard from more than one customer. Additionally, we do product testing per event for quality control.

#### **Services:**

**Artwork:** All artwork is hand applied to the best of the artists ability and will have variations from the original which might include but not limited to size, placement, design elements, structure. It is up to the artists discretion on how to execute their creativity. Additionally, an artist might decline a design brought to us from an outside source if it is not in their wheelhouse to execute at a level they feel comfortable with or if it's something they feel uncomfortable doing or is not in line with our policies.

**Tipping:** Tipping is not just for cows, we love it too. So many reasons to tip for our good service: Being nice and witty, doing great work, dressing appropriately for your party whether it's for a backyard BBQ or fancy hotel wedding, being well prepared, tips are customarily how one shows appreciation for a job well done and our artists love it.

**Fixing Smudged Designs:** Fixes are done on a case-by-case basis. If the smudge is past the fixing point determined by the artist, you may have to pay for it to be redone. Or the artist might decide a

small fix can be made if you tip her for the fix. Because of the nature of the product, “fixing” does not mean the smear won’t show up but rather the design can be brought back closer to its intended outcome. It won’t be perfect but better than it was with the smear. Additionally, if the artist is very busy, you’ll need to wait in line to get the smear fixed.

**Restricted images:** Mehndi Madness doesn’t do images related to drugs, gang symbols, or illegal activities.

### **Deposits and Fees:**

**\*A 50% deposit is required to book and hold a date for events. Deposits are refundable until 2 weeks prior to event and then become non-refundable.**

**Refundable Deposit:** An amount that is paid to be put towards a service (party, event) and can be fully refunded if an event is canceled by the company or canceled by the customer more than 2 weeks in advance.

**Non-refundable deposit:** An amount that goes to holding a date, securing staff, making product. Not refunded if a customer cancels within 2 weeks of their event.

**Paid in Full Before Event:** Events booked with 2 weeks or less until the date to be paid in full and are nonrefundable.

**Travel Fee:** A fee required for travel that is not refundable. This fee may include but not limited to time, distance, fuel, meals, toll roads, express lanes, ferries, and parking.

**Additional Fees:** There is a 3% handling fee for credit card payments and payment apps (Square, Venmo, Paypal, etc). This fee is waived for 501-c3 nonprofits with proof of status.

### **Appreciation vs Appropriation: Mehndi Madness is dedicated to Cultural Appreciation**

**Appreciation:** Recognition and enjoyment of the good qualities of something; a full understanding of a situation or idea. Supporting other artists, passing on the historical information, learning about ceremonies and traditions, creating community with traditional artists. Discussing how the artform has changed/evolved over the years to include other meaning//ideas/design. Educating our staff in appropriate matters.

**Appropriation:** Refers to the use of objects or elements of a non-dominant culture in a way that disparages the culture or does not respect their original meaning, give credit to their source, reinforces stereotypes or contributes to oppression of another solely for monetary gain. Not caring to learn about cultural significance or ignoring traditional practices.

At Mehndi Madness we strive to use henna and its application in a way that manifests appreciation of the culture and spirit of the artform. In recognition of this we don’t dress in traditional attire, wear cultural jewelry or adornment that disparages other cultures/communities. During training, topics included with our staff are: colonialism, history and tradition of ancient arts, classes and materials provided for continuing education. We strive to maintain a good relationship with the cultural artists in our area. We support their work and they support ours to be in collaboration with one another.