



Full Live Virtual Colour Analysis in Zoom Instructions Submission Requirements and Terms and Conditions

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An up to 1 hour Zoom consultation for each client with Carol Brailey includes:

- Your pre-photos sent in for the analysis will be reviewed prior to your appointment by Carol and Karen Brunger, AICI CIP, Founder and President of the International Image Institute where consensus on your results will be arrived at before your appointment. The photos pre-sent in include a picture of your eye pattern, at minimum a picture of you from around the age of 20 and a current picture of your face without makeup (please see Step #3 in booking details below for more details on these pre-sent in items). **Note: your appointment in Zoom will be with Carol Brailey only; Carol will arrive to your appointment having already reviewed your file with Karen Brunger (to receive her thoughts on your colouring and results).**
- Undertone, Seasonal, Flow Colour Analysis: includes full online process to identify your optimal colours for clothing, accessories, jewellery, makeup and hair (using a 16 seasonal system view: 4 seasons with 4 flow options for each season).
- Identifying your “Wow” colours for clothing, makeup and accessories.
- A hair colour analysis: identifying your most optimal hair colour(s) once your colour palette is known.
- If you would like, Carol will record your Zoom session and email you the MP4 file afterwards so that you can re-play your live analysis at any time (Please note: the recording is for your personal viewing use only, please see Terms and Conditions below for further details).
- After your appointment you will also receive your personal Zoom background palette and a digital download of your best palette that includes 35 colours in multiple formats: 1) palettes for online use; 2) strips for printing; 3) palettes with descriptions including your best hair, jewellery and other accessory colours plus more!
- [There will also be links to purchase these handheld references](#) sent to you after the appointment if those are of interest (e.g. fabric wallet, colour strips, colour flags etc.). Your handheld purchase recommendations will be customized by Carol to map to your colour analysis results in terms of the undertone, value and intensity of colours that are recommended for you.

Please note when preparing below to send:

- 1) If you are contacted from our email notification wait list and pay for this package and choose not to send us the required pictures and information within 5 business days of your purchase date, we will cancel your booking and there are no refunds.
- 2) You will be asked to email us the pictures and information in this document below. There are a couple of options available to you when sending pictures over email:
 - a) If you are sending pictures to us via a Gmail account and Gmail determines the size of the files are too large to send in an email and loads them to your Google drive, please be aware that we will not be able to access your pictures this way. Instead create a Google drive folder, upload your pictures to the folder and set the sharing settings of the folder to ‘Anyone who has the link’ (click arrow beside folder name then select Get Link then change ‘Restricted’ to ‘Anyone who has the link’) then in your email send the link to the folder.
 - b) You may also choose to send pictures as email attachments, but, just be aware that due to the size of the files this may not optimal, many email systems block sending of large files. Better alternatives may be – creating a ZIP file or Dropbox.
- 2) Your colour analysis will be performed based on the pictures and information you provide at the time of signing up for this service – e.g. if you email us with below on one day and then send us another email 1-2-3-4 days afterwards with additional pics/info, the follow up email will be discarded as Carol may have already completed your analysis with the materials you submitted on the first day. With this package you can be certain that if Carol feels additional information is required from you, we will reach out to you.



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Picture Submission Requirements Detailed (Please see A to D below):

Please see the video at [this link](#) for tips on how to take the current picture of your face and your eye pattern for a virtual colour analysis

A. Pictures of You and Your Face:

– Current Picture of Your Face – highest quality recommended, at minimum 1,000 X 1,000 pixels recommended: A clear picture of your face with no makeup, no colouring from self tanner, no eyewear on and no shadows taken outside in an open area ideally between 11am and 1pm in your time zone (you should not be facing a wall, not in direct sunlight and not standing in the shade to the point where it changes your natural face colouring in pictures). Depending on where you live you may not find the lighting optimal with the previous directions; if this is the case we suggest taking the picture inside facing a window where natural light enters and is on your face. Please ensure you are wearing a white shirt or draped in white for this picture and holding an ice white piece of printer paper under your chin, but, not blocking your chin. If you currently colour your hair, please cover your hair with a white piece of fabric as well. If your current hair colour is natural and it is longer in length, please tie your hair back (it is most ideal for your hair not to be hanging below your ears and disrupting view of your chin). If sending multiple pictures of your face, please ensure there is no difference in your colouring between the photos. It is also best to ensure the picture(s) of your face represent your true natural colouring as it appears in-person in natural daylight before sending and ensuring that the picture you send is of very high quality (high pixel count). Please also ensure the settings on your camera has auto enhancements and filters turned off.

– Pictures Of You Over Time: Please send pictures of you a) before puberty (prior to age 17), b) post puberty (in your 20's) c) in your 30's (if applicable). It is most optimal that these pictures are in natural daylighting. If you do not have access to pictures of you over time, please send a description of your natural hair colouring for the age ranges above along with other colouring characteristics like whether you freckled, whether you easily flushed or blushed etc. If you do not know what your natural hair colour is or was, please indicate that in your email; perhaps you can share what the colour of your roots is/was. A colour analysis can still be done if you do not know your natural hair colour.

B. Eye Pictures:

– A clear picture where the lines and curves in your eyes are visible ([Example here](#)). Please ensure the picture of your eye pattern is clear and has very little to no glare on it before sending. While your eye colour is somewhat helpful, your eye pattern clarity in this photo is more important.

– A clear picture of your eyes taken from a short distance (no need to see the pattern in your eyes in this picture, just want to see your eyes from a bit further away).

C. Natural Hair Colour Information:

– For each photo submitted, please indicate if the hair colour pictured is your natural hair colour.

– Please also indicate what your current natural hair colour is in a note in your email. If you do not submit pictures over time of yourself (i.e. they are not available to you) or do not have pictures of yourself with your natural hair colour, please describe your natural hair colour in your 20's in a note in your email. If you do not know what your natural hair colour is or was, please indicate that in your email; perhaps you can share what the colour of your roots is/was. A colour analysis can still be done if you do not know your natural hair colour.

D. Supporting Colouring:

– A picture of the inside of your forearm (from elbow to wrist) in natural daylight (not direct sunlight). Carol does not use this picture to look at your veins (she is not a fan of the vein test). She uses this picture to see another area of your skin colouring usually not impacted by exposure to environment (i.e the sun etc.).



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1. We do not offer refunds and you will receive an email confirmation from info@carolbrailey.com within 2 business days of your receipt of your payment/online booking. We ask for 25 business days notice of any appointment date/time changes. Any appointment date/time changes that are requested less than 25 business days before your appointment, there will be a \$175 CAD (plus HST if applicable) re-booking fee requested via email through PayPal before re-booking your appointment to your requested new date/time. Any appointment date/time changes that are requested less than 48 hours before your appointment time, there will be a \$350 CAD (plus HST if applicable) re-booking fee requested via email through PayPal before re-booking your appointment to your requested new date/time. This includes appointments where the client does not sign on to the meeting on the date/time of the appointment (aka is a no-show). If you are ill or have a technical difficulty on the day of the appointment and are not able to sign on, please make us aware at least 2 hours before your appointment start time (our above no-show policy will apply if you do not make us aware that you are unwell and unable to sign on at least 2 hours before your appointment start time). However, please be aware Carol is fully booked at this time so securing another appointment time may be difficult to not possible. Clients are asked to be sitting somewhere with no distractions for the appointment. The appointment will not proceed if the client is not setup this way. Clients can wear whatever they would like for the appointment, including makeup. If Carol signs on and the client is in a moving vehicle, is walking/running, has other people present and talking during appointment, the appointment will not proceed and there are no refunds.
2. The accuracy of virtual colour analysis is dependent on the quality of lighting and photo quality which you as the client are in control of and therefore we do not guarantee accuracy of results. We has no way of fully knowing the accuracy of how your in person natural colouring translates to your screen/photos. We advise you to review all pictures sent in terms of quality and accuracy to your true in person colouring before sending.
3. If you do not send us the requested pictures and information within 25 business days before your appointment, your appointment will be automatically cancelled and you will be asked to re-book your appointment with a re-booking fee requested in accordance with the policies in #1 above.
4. An in-person colour consultation with Carol Brailey is always the best option if available to you.
5. In regards to the digital colour references you will be sent: These references are copyrighted and permission is only being granted for your personal use only; we do not give you permission to share beyond your personal use. Please keep in mind that all printers are different, and the colours may not print true. The digital download is sent to you as a ZIP file due to size of files. Please be aware we do not provide technical support on how to open a ZIP file (all phones and computers have built-in functions to open ZIP files once the ZIP file is downloaded). If you do not know how to open a ZIP file after it is downloaded we recommend doing a Google Search on how to open a ZIP file on your computer/iphone/android (whichever platform you are using). Please also be aware that our digital downloads have been updated since the production of this YouTube video and the contents/format are different (they are much better now!).
6. All photos received and recorded video are kept confidential and deleted from our email system and any associated folders within one week of your Zoom call. Note: your personalized report is saved in our files.
7. If you choose to want us to record the session and send you the recording, please note: the recording is for your personal viewing use only; 2319114 Ontario Ltd (Carol Brailey) does not grant you permission to use Carol's voice or images in the recording for activities outside of personal viewing use.
8. Carol Brailey (2319114 Ontario Ltd.) disclaims any liability for your reliance on any opinions or advice from your online colour analysis.
9. If you pay for this package and choose not to book your appointment and/or send us the required pictures and information within 5 business days of your purchase date, we will cancel your booking and there are no refunds.