

TERMS & CONDITIONS

1. Booking & Deposit

A non-refundable and non-transferable booking fee is required to secure your booking. Payment of the fee confirms your acceptance of these Terms and Conditions. Bookings are only confirmed once the booking fee and proof of payment have been received.

2. Services

Hair and/or makeup services will be provided on the agreed date, time, and location as confirmed in your booking. Services apply to the client and any additional persons included in the booking.

3. Client Responsibilities

The client is responsible for:

- Full payment of all services booked (including any members of the bridal party or attendants)
- Informing the artist in advance of any allergies, sensitivities, or skin conditions
- Ensuring all clients are available and ready at their scheduled time

The client must provide a suitable workspace, including:

- A clean, flat surface (table)
- Adequate lighting (natural or artificial)
- Access to electrical outlets

Failure to provide a suitable environment may affect the final result, for which the artist will not be held liable.

4. Artist Responsibilities

The artist agrees to provide services professionally, with due care, skill, and hygiene. The artist will use professional products unless otherwise agreed.

In the event of unforeseen circumstances (e.g. illness, emergency), the artist will make reasonable efforts to arrange a suitable replacement.

5. Scheduling & Timing

All services are scheduled in advance and require clients to be ready at the agreed time.

Additional or last-minute services are not guaranteed and will only be performed at the artist's discretion if time allows.

6. Payments

The remaining balance must be paid in full prior to the event date.

The client named in the booking is responsible for the full outstanding balance, regardless of individual payment arrangements within the group.

7. Cancellations & Changes

- Booking fees are strictly non-refundable and non-transferable
- Cancellations made within 30 days of the event are non-refundable
- Changes to bookings after the artist has arrived are not permitted

If the artist cancels and is unable to provide a replacement, a full refund of the booking fee will be issued.

If the event is postponed and the artist is unavailable on the new date, the booking fee will be forfeited.

8. Travel & Additional Costs

Travel fees and any additional costs (including parking, tolls, accommodation, or flights where applicable) may apply and will be outlined in your quote or invoice.

These costs are the responsibility of the client.

9. Liability

All tools and products are maintained to high hygiene standards.

Clients must disclose any allergies or medical conditions prior to the service. The artist is not liable for any reactions resulting from undisclosed conditions.

The artist is not responsible for dissatisfaction if concerns are not raised during the appointment.

The artist is not liable for any injuries or incidents that occur at the service location.

10. Dispute Resolution

Any disputes arising from this agreement will first be addressed through open and reasonable communication.

If unresolved, matters may be referred to formal dispute resolution processes in accordance with applicable regulations.

11. Media Usage and Consent Clause

By engaging with our services, participating in any sessions, or submitting any content (including but not limited to photographs, videos, audio recordings, testimonials, or written feedback) via our website, social media platforms, or in person, you grant us a worldwide, non-exclusive, royalty-free, perpetual license to use, reproduce, edit, publish, distribute, and display such content for marketing, promotional, and commercial purposes.

This may include, but is not limited to, use on our website, social media channels, advertising materials, and other digital or print platforms.

You acknowledge and agree that:

- You waive any right to review or approve the final use of the content;
- You will not be entitled to any compensation for the use of such content;
- All rights, title, and interest in any marketing materials created using this content shall remain our property.

If you do not wish for your content to be used for marketing purposes, you must notify us in writing via email prior to or at the time the content is created or submitted.

We will make reasonable efforts to respect such requests, but cannot guarantee removal of content already published.