

Makeup by Jacinta

Booking Terms & Conditions

These Terms and Conditions (“Terms”) apply to all services provided by Makeup by Jacinta (ABN: 88903001553). By booking and paying your booking fee, you acknowledge that you have read, understood, and agree to be legally bound by the following Terms. Makeup by Jacinta (ABN: 88903001553) is referred to below as “the Artist”. You are referred to below as the “Client.”

1. Booking & Payment

- 1.1 A 50% non-refundable and non-transferable booking fee is required to secure all appointments for services provided by the Artist
- 1.2 The booking fee must be paid within 24 hours of confirmation of the services to reserve the appointment. If payment is not received within this timeframe, the requested time slot will be released
- 1.3 The booking fee is deducted from the total cost of the services.
- 1.4 The remaining balance is due:
 - Standard bookings: on or before the appointment date.
 - Bridal bookings: in full no later than 4 weeks before the wedding date.
- 1.5 Accepted payment methods include direct debit transfer, cash, or card.

2. Cancellations, Rescheduling & Late Arrivals

- 2.1 Cancellations & Rescheduling: All booking fees are strictly non-refundable and non-transferable. If the Client cancels or reschedules, the booking fee will be retained as a cancellation fee. Requests to reschedule must be made at least 48 hours prior to the appointment and are subject to the Artist’s availability. If no suitable time is available, the booking fee will be forfeited.
- 2.2 Late Arrivals: Clients arriving more than 15 minutes late may forfeit their appointment at the Artist’s discretion, with the booking fee retained.
- 2.3 Bridal Bookings: The Artist is not responsible for delays caused by bridal party members being unavailable, unprepared, or causing unnecessary disruption to the agreed schedule.

3. Bridal Bookings

- 3.1 Bridal travel bookings require a minimum of 3 people (or otherwise the payment of the equivalent fee for this service).
- 3.2 Changes to the bridal party size after payment of the booking fee may affect the total balance due for the services but minimum charges still apply.
- 3.3 All members of the bridal party must be present at a central location to allow services to proceed on time.
- 3.4 The Client must ensure that a table or suitable workspace with adequate lighting and power access (if required) is available.

4. Travel & Additional Fees

- 4.1 All mobile bookings incur a travel fee based on distance, time, and conditions.
- 4.2 Travel fees cover kilometres, fuel, insurance, set-up, and pack-down time.
- 4.3 Additional fees may apply for parking, tolls, transport including but not limited to ferries, boats and flights, or overnight accommodation where required.
- 4.4 A 15% surcharge applies to services booked on Sundays or public holidays.

5. Pricing, Quotes & Refunds

- 5.1 Once the booking fee is paid, the quoted price is locked in and secured for that specific service.
- 5.2 Quotes are valid until the expiry date noted. If expired, a new quote must be obtained.
- 5.3 Refunds will not be issued once services are completed. Any concerns must be raised within 48 hours of the service for resolution.

6. Client Responsibilities

- 6.1 The Client must disclose all allergies, sensitivities, and medical conditions prior to the appointment.
- 6.2 Clients must arrive to the appointment on time and with clean, makeup-free skin. Additional fees may apply if makeup removal is required.

6.3 Clients receiving hairstyling services must present with clean, completely dry hair at the appointment. Results cannot be guaranteed if this requirement is not met.

6.4 The Artist is not liable for any issues arising from the Client failing to disclose allergies, sensitivities, conditions or the like, or improper skin/hair preparation.

6.5 Inappropriate behaviour, including verbal abuse, harassment, yelling, swearing, or intoxication, will not be tolerated. The Artist reserves the right to terminate services immediately in such cases, and all payments will be forfeited.

6.6 Clients must not attend an appointment if unwell or displaying contagious symptoms. The Artist reserves the right to refuse service in these circumstances.

7. Hygiene & Safety

- 7.1 All tools, brushes, and equipment are sanitised and sterilised after each use.
- 7.2 The Artist maintains a hygienic and safe working environment at all times.

8. Photos & Media

8.1 By booking a service, the Client consents to photographs and/or video being taken for marketing and promotional purposes unless the Client opts out in writing prior to the appointment.

9. Exclusions & Special Requests

- 9.1 Specialised products requested by the Client must be supplied at the Client’s expense.
- 9.2 The following services are not included unless agreed in writing:
 - Tattoo cover-ups
 - Correcting uneven tan/sunburn or peeling skin
 - Partial makeup (e.g. eyes only, base only)
 - Correcting or touching up work completed by another artist
 - Special effects, costume, or stage makeup
 - Application of hair extensions
 - Haircuts or colouring

10. Artist Cancellations

- 10.1 If the Artist is unable to attend the appointment due to illness, accident, or unforeseen circumstances, a full refund of all monies paid will be provided.
- 10.2 The Artist will make reasonable efforts to recommend a replacement artist, but availability cannot be guaranteed.

11. Liability & Indemnity

- 11.1 The Artist will take all reasonable care but accepts no responsibility for:
 - Reactions or issues arising from the use of makeup or hair products.
 - Delays caused by circumstances beyond the Artist’s control (e.g. traffic, weather, venue access).
- 11.2 The Client agrees to release and indemnify and keep indemnified the Artist, its employees, and agents against all claims, actions, demands, proceedings, liabilities, damages, costs and expenses whatsoever and howsoever arising or incurred by the Artist, its employees or agents directly or indirectly as a result of or in connection with the services provided

12. Force Majeure

The Artist shall not be liable for any failure or delay in services caused by events beyond reasonable control, including but not limited to illness, accident, natural disasters, fire, flood, extreme weather, pandemic, or government restrictions.

13. Governing Law

These Terms are governed by the laws of Queensland, Australia, and any disputes shall be subject to the exclusive jurisdiction of the courts of Queensland.

Acknowledgement

By paying the booking fee, the Client confirms they have read, understood, and agree to these Terms & Conditions.