

Booking Terms & Conditions

These Terms and Conditions apply to all services provided by Makeup by Jacinta (ABN: 88903001553). By paying your booking fee, you acknowledge and agree to the following Terms & Conditions.

BOOKING FEES

- All bookings require a 50% non-refundable and non-transferable booking fee to secure the time and date.
- The booking fee must be paid within 24 hours of requesting the booking. If payment is not received within this timeframe, the requested time slot will be released.
- Booking fees can be paid via direct debit transfer. The remaining balance is due on the agreed date and can be paid by cash, card, or direct debit transfer.
- The booking fee will be deducted from the total cost of the service.
- Booking fees cannot be used as credit toward other bookings where another booking fee has already been made.
- Bookings are not held or reserved unless the booking fee has been received. Proof of payment is required.

CANCELLATIONS, RESCHEDULING OR LATE ARRIVALS

- Cancellations and rescheduling are allowed up to 48 hours prior to the booking.
- Rescheduling is subject to availability. If no suitable time is available, the booking fee will be retained.
- Cancellations or rescheduling made less than 48 hours before the appointment will result in the booking fee being used as a cancellation fee.
- Arrivals over 15 minutes late may result in appointment cancellation at the artist's discretion.
- We recommend arriving at least 5 minutes before your booking time, as appointments often run back-to-back.

TRAVEL

- Mobile travel bookings will incur a travel fee, which varies based on travel distance, time, and conditions.
- Travel fees cover kilometres traveled, fuel, insurance, setup and pack-down time, and labor.
- Additional fees may apply for expenses such as parking, ferry/boat fees, tolls, flights, or overnight accommodation if travel requires an early start or late finish away from home.

BRIDAL BOOKINGS

- Bridal travel bookings require a minimum of 3 people per party (or payment of the equivalent fee).
- If the booking party size changes after the deposit has been paid, the total amount due may be adjusted accordingly. Minimum fees still apply, and additional fees may be incurred.
- Changes in location may result in adjustments to the travel fee and booking time required.
- Dates are not reserved or held until a deposit has been received.
- The remaining balance is due 4 weeks before the wedding date and can be paid via direct debit, cash, or card.

PRICING, QUOTES, REFUNDS & SURCHARGES

- All prices are subject to change. However, if you have paid a booking fee, you will retain the quoted rate at the time of booking for that specific appointment.
- Quotes are valid until the expiry date noted. If your quote expires, a new valid quote must be obtained.
- Public Holiday & Sunday Surcharge: A 15% surcharge applies to all services performed on public holidays or Sundays.
- If you are dissatisfied with your service, please contact us within 48 hours so we can address your concerns.
- Refunds will not be issued once a service is completed. However, we are committed to resolving any issues to ensure a satisfactory outcome.

PHOTOS & VIDEO CONTENT

- By booking with Makeup by Jacinta, you acknowledge that photos and/or videos may be taken during your service for marketing and advertising purposes, unless you explicitly request otherwise before your appointment.

SICKNESS & HYGIENE

- We maintain a clean and sanitary environment for all clients. All tools and equipment are sanitised and sterilised after each use.
- If you are feeling unwell or experiencing flu-like symptoms, please notify us as soon as possible to reschedule your appointment.
- To ensure the health and well-being of our clients, we kindly ask that you do not attend your appointment if you are unwell.

CLIENT RESPONSIBILITIES

- Allergies or sensitivities must be disclosed before the booking to allow for proper preparation and product selection.
- Clients must arrive with clean, makeup-free skin and clean, dry hair if booked for hair and makeup services.
- Additional fees may apply if makeup removal is required.
- If hair is not clean and dry, styling results may be affected and may not achieve the desired look.
- Makeup by Jacinta is not liable for any reactions or issues caused by a failure to disclose known allergies or conditions.
- We reserve the right to refuse service to anyone showing signs of infectious conditions or engaging in inappropriate behaviour. In such cases, the booking deposit will not be refunded.

SPECIALISED PRODUCTS & NON-INCLUSIONS

- Any specialised products or accessories (such as specific makeup products or tools) must be provided by the client or at their expense, in addition to the general service fee.
- The following tasks and services are not included:
 - Tattoo cover-ups
 - Covering uneven tan/sunburn on the body
 - Fixing skin peeling
 - Partial makeup (e.g., eyes or base only)
 - Touching up or correcting someone else's work
 - Special effects, costume, or stage makeup
 - Applying hair extensions
 - Cutting hair

By making a booking and/or paying the booking fee deposit, you acknowledge and agree that you are legally bound by these terms and conditions..

MAKEUP BY
JACINTA