

# The Makeup Ladies Booking Terms & Conditions

These Terms and Conditions (the “User Terms”) govern the use of our website, the booking service of the Makeup Ladies Brisbane (“The Makeup Ladies”), and all other services provided by The Makeup Ladies (the “Services”).

Please read these User Terms carefully as they are a legal document and by using the Services, you agree to be bound by these User Terms.

The client agrees, upon using the Services to understand, agree, and be responsible for all booking conditions, including all payments that are to be made by specified dates.

## FOR HAIR AND OR MAKEUP BOOKINGS:

- Please visit [www.themakeupladiesbrisbane.com](http://www.themakeupladiesbrisbane.com)
- or [www.facebook.com/themakeupladiesbrisbane/](https://www.facebook.com/themakeupladiesbrisbane/)
- or email: [themakeupladiesbrisbane@gmail.com](mailto:themakeupladiesbrisbane@gmail.com)

## SERVICE PRICES:

All prices listed at [www.themakeupladiesbrisbane.com](http://www.themakeupladiesbrisbane.com) are per person otherwise clearly specified. Prices are correct at the time of publication; In case of human or computer error, The Makeup Ladies Brisbane reserve the right to re-invoice for the correct price or service/s to be charged. All prices listed include travel within a 10km radius of the Brisbane CBD (if travel is required for a location further than a 10km radius of the Brisbane CBD an additional travel fee will be applicable).

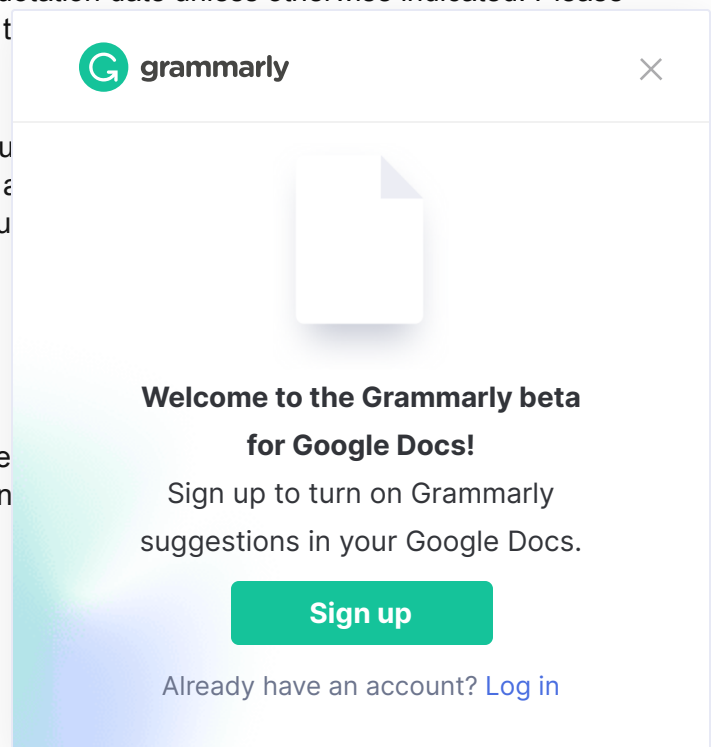
Prices quoted are valid for 30 days from the quotation date unless otherwise indicated. Please note that all prices and availability are subject to change without notice. The Makeup Ladies Brisbane.

The service fees quoted/invoiced may not include additional travel, parking fees, and/or other costs not known at the time of the issuance of the quotation. The Makeup Ladies Brisbane will issue a separate invoice to cover the said costs.

## PAYMENTS:

Payments to The Makeup Ladies can be made

- Cash; Payable on the day of the booking with The Makeup Ladies in writing.



The image shows a Grammarly sign-up overlay for Google Docs. It features the Grammarly logo in the top left corner and a close button (X) in the top right corner. The main text reads: "Welcome to the Grammarly beta for Google Docs! Sign up to turn on Grammarly suggestions in your Google Docs." Below this text is a prominent green "Sign up" button. At the bottom, there is a link for users who already have an account: "Already have an account? [Log in](#)".

- Bank Deposit; This is the preferred method of payment to The Makeup Ladies' Suncorp bank account details (Account Name: The Makeup Ladies Brisbane, BSB: 484-799 Account Number: 350 396 087 )
- Credit / Debit Card; Payments can be arranged via a credit/debit bank card, through our Square invoicing online system

The client scheduling the appointment will be held responsible for the total booking retainer amount to be paid by the stipulated time/s, prior to or on the day of the appointment (as advised and agreed to by The Makeup Ladies)

### **PAYMENT BREAKDOWN:**

For SINGLE Bookings (1 person only):

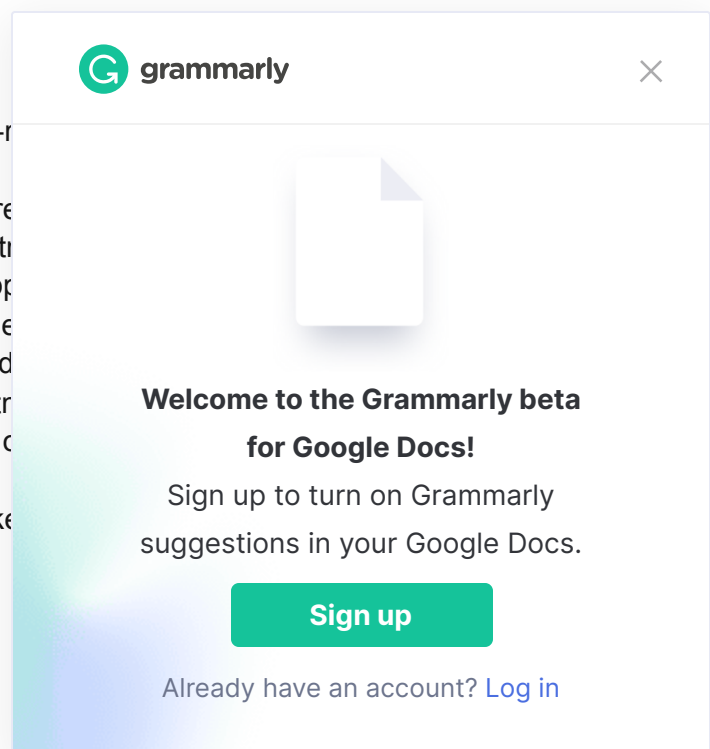
1. Initial Payment: A \$50 BOOKING RETAINER is to be paid upon booking to secure the requested appointment date and time.
2. Final Balance: is to be paid 7 business days prior to the appointment date or on the day of the booking (if prior arranged), including any further expenses (such as travel and or parking fees) or not known at the time of the quote/original invoice.

For GROUP (2 or more people):

1. Initial Payment: A \$100.00 BOOKING RETAINER is to be paid upon the issue of an invoice to secure the requested appointment date and time.
2. Part Payment: The next 50% of the remaining balance payment is to be paid by the stipulated date on the invoice (e.g. 2 months prior to appointment date)
3. Final Balance: is to be paid 7 business days prior to the appointment date including any further expenses (such as travel and or parking fees) or not known at the time of the quote/original invoice.

### **BOOKING RETAINER:**

- All bookings retainer amounts are non-refundable for individual clients/people.
- All bookings with The Makeup Ladies require the booking retainer to be paid prior to the appointment date and time. No appointment booking retainer is paid in advance, after the booking retainer funds received (the booking retainer is non-refundable).
- The Paid booking retainer of postponed appointments will be transferred to newly requested appointments subject to availability (at the discretion of The Makeup Ladies) and the cancellation policy listed below.
- All bookings will be subject to The Makeup Ladies' booking retainer policy prior to the appointment date and time.



The image shows a modal window for Grammarly's beta program for Google Docs. At the top left is the Grammarly logo (a green 'G' in a circle) and the word 'grammarly' in lowercase. At the top right is a close button (an 'X' in a circle). In the center is a large, light blue document icon representing a Google Doc. Below the icon, the text reads: 'Welcome to the Grammarly beta for Google Docs!' followed by 'Sign up to turn on Grammarly suggestions in your Google Docs.' At the bottom, there is a prominent green button with the text 'Sign up' in white. Below the button, there is a link: 'Already have an account? [Log in](#)'.

## CANCELLATION & POSTPONEMENT POLICY:

All cancellations or postponements must be communicated with a 48 hours' notice. Cancellations or missed appointments without prior notice will incur the full cost of the appointment which will be forfeited.

Cancellation/Postponements of any booking by the client must be given in writing, by email, and will only be confirmed upon receipt of the communication.

All credit once issued is only valid for bookings within a 12 month period (from the original booking date).

**The Booking retainer required for ALL BOOKINGS (Single/Group) is non-refundable/non-transferable.**

The Makeup Ladies reserves the right to review each booking cancellation or Credit/Reimbursement request at their discretion by the case-by-case circumstances.



Should a client request for a paid booking to be postponed (due to the client wanting to change the booked date), this will be subject to the new postponed date being available & at the discretion of The Makeup Ladies. Any amounts paid up until the notification of the postponement will be held in credit (if a new booking date can be confirmed), however should there be any service fee price differences (from the original invoice) or a variation in the service quantities required, then this will be calculated at the current service fees at the time of the confirmation of the new booking date. Should there be any payment differences then these will be applied to the updated invoice issued to secure the requested postponed date.

**For SINGLE bookings** (1 person only)

The following CREDIT conditions apply if is possible

### POSTPONEMENT

	Booking Ret
	Due upon
Up to 3 months prior	Full credit
3 months to 2 months prior	75% credit
2 months to 1 months prior	50% credit
1 month to 2 weeks prior	25% credit
2 weeks prior and under	No credit

✕  


**Welcome to the Grammarly beta  
for Google Docs!**

Sign up to turn on Grammarly  
suggestions in your Google Docs.

[Sign up](#)

Already have an account? [Log in](#)

*\*For any further date postponement requests (Not due to a complete COVID related BRISBANE Lockdown) then this will incur an additional booking retainer of \$50.00 to be added to the invoice for the re-booking of the postponed date  
\*If The Makeup Ladies are not available for the requested postponement date, the same time scale applies for a reimbursement*

If the client wants to cancel their appointment there will be NO REIMBURSEMENT of the Booking retainer.

**For GROUP bookings (2 or more people)**

The following CREDIT conditions apply for the retainer and the required part payment paid 2 months before the date if a Group booking is postponed for the first time by you, the client:

**POSTPONEMENT of booked date**

	<b>Booking retainer of \$100</b>	<b>Part Payment</b>	<b>Final balance</b>
	Due upon booking	Due 60 days prior	Due 7 days before the date
<b>Up to 2 months prior</b>	No credit	Full credit	Full credit
<b>2 months to 1 months prior</b>	No credit	75% credit	Full credit
<b>1 month to 2 weeks prior</b>	No credit	50% credit	Full credit
<b>2 weeks prior and under</b>	No credit	No credit	Full credit

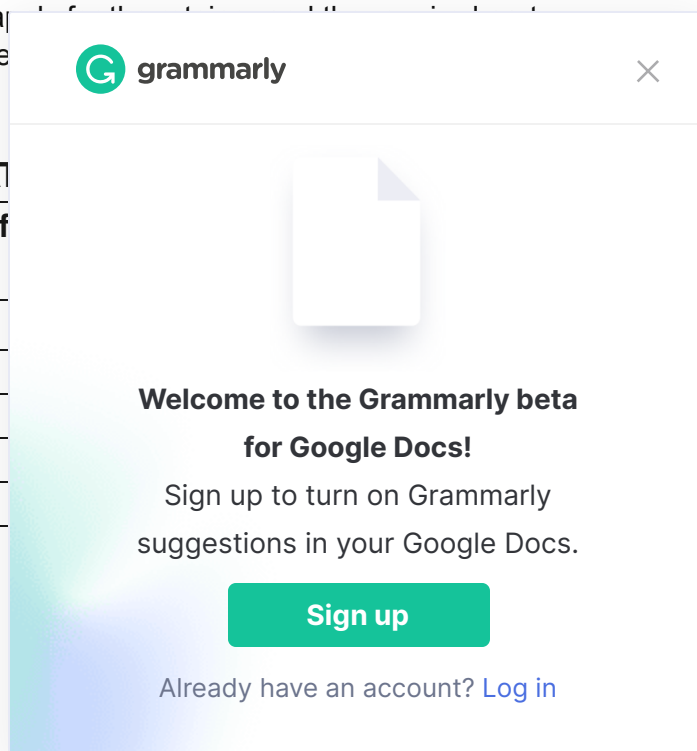
*\*For any further date postponement requests (Not due to a complete COVID related BRISBANE Lockdown) then this will incur an additional booking retainer of \$100.00 to be added to the invoice for the re-booking of the postponed date*

*\*If The Makeup Ladies are not available for the requested postponement date, the same time scale applies for a reimbursement*

The following REIMBURSEMENT conditions apply for the payment of 50% paid 2 months before the date of the client.

**FULL CANCELLATION**

	<b>Booking retainer of \$100</b>
	Due upon booking
<b>Up to 2 months prior</b>	No reimbursement
<b>2 months to 1 months prior</b>	No reimbursement
<b>1 month to 2 weeks prior</b>	No reimbursement
<b>2 weeks prior and under</b>	No reimbursement



grammarly

Welcome to the Grammarly beta for Google Docs!

Sign up to turn on Grammarly suggestions in your Google Docs.

[Sign up](#)

Already have an account? [Log in](#)

## COVID19 RELATED EXCEPTIONS & TRAVEL RESTRICTIONS:

The above cancellation/credit conditions apply for all single/group bookings, however, only in the absolute case of a full QLD State or BRISBANE City lockdown, would we be willing to refund the full amounts paid (less a \$20.00 administration fee plus the 2.2% surcharge if paid by Square) due to the event not being able to take place because of a COVID19-related lockdown imposed and therefore the booked event being cancelled in full & The Makeup Ladies not being able to operate / render the hair/makeup services booked.

In the exception that due to a QLD Border / Brisbane City lockdown which affects The Makeup Ladies' ability to travel for the client booking, then in this instance would we be willing to refund the full amounts paid due to The Makeup Ladies for not being able to render the services booked (less the 2.2% surcharge if paid by Square)

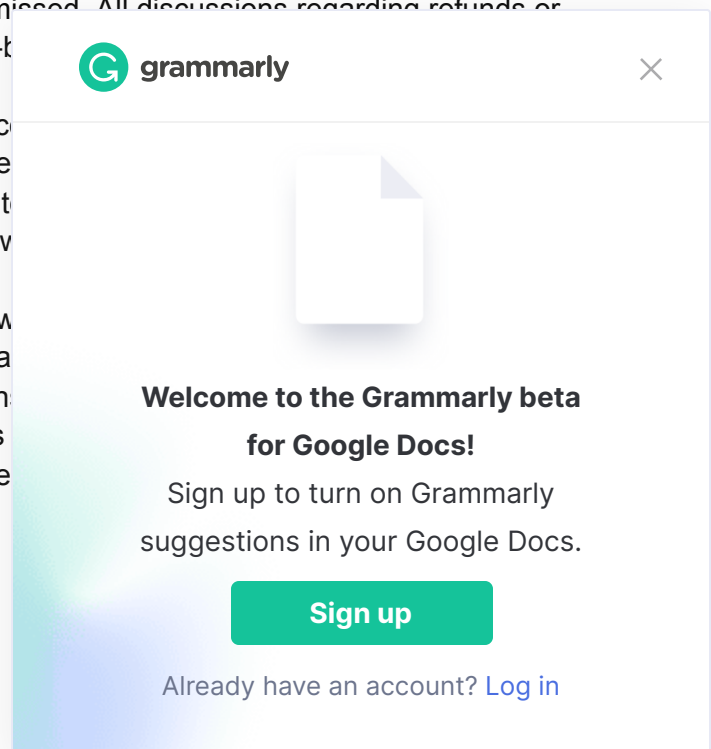
In the case that the client is unable to travel into QLD / Brisbane CITY / surrounding areas within Brisbane for their booking due to a QLD border closure, then this will be reviewed on a case-by-case situation, pending when the notification is provided, any requests for refunds/credits will be at the discretion of The Makeup Ladies, however the non-refundable booking retainer will always be forfeited in this situation.

## REFUNDS:

The Makeup Ladies do not offer any full or partial refunds for any completed services; therefore, if during the appointment, you are in any way dissatisfied with the Services provided, you must promptly notify either Ashley or Maria from The Makeup Ladies or any of the subcontracted artist or hairstylist whilst they are on location in order to provide a solution. If the client does not raise a complaint during the appointment, the Service will be deemed complete in satisfaction with the client and all future claims will be dismissed. All discussions regarding refunds or postponements will be entered into on a case-by-case basis.

In the event that either Ashley, Maria or a subcontractor are physically unable to attend your appointment attempts will be made by The Makeup Ladies to find a colleague/subcontractor to your appointment, v

In the unlikely event that The Makeup Ladies are unable to attend your appointment for reasons, or reasons beyond their control and a makeup artist and or hairstylist, all monies transferred to the client (Including any payments rendered prior to the cancellation by The Make



The image shows a Grammarly notification window. At the top left is the Grammarly logo (a green 'G' in a circle) and the word 'grammarly' in lowercase. At the top right is a close button (an 'X' in a circle). Below the header is a large, light blue document icon. The main text of the notification reads: 'Welcome to the Grammarly beta for Google Docs!' followed by 'Sign up to turn on Grammarly suggestions in your Google Docs.' Below this text is a prominent green button with the white text 'Sign up'. At the bottom of the notification, there is a link that says 'Already have an account? Log in'.

## MAKEUP AND OR HAIRSTYLING TRIALS:

To secure a trial date (hairstyling and or makeup) an upfront **50% Deposit** is required to be paid by the client at the time of booking to secure the trial booking date and time. The remaining balance must be paid in full either prior to or at the commencement of the trial booking. A minimum of 48 hours' notice must be given if you are unable to attend your trial booking, or if you need to cancel or reschedule the booking. Failure to provide 48hrs notice will result in you being liable for the full cost of the booking to be paid. All trial deposits paid are non-refundable and non-transferable.

## TIMINGS AT BOOKINGS:

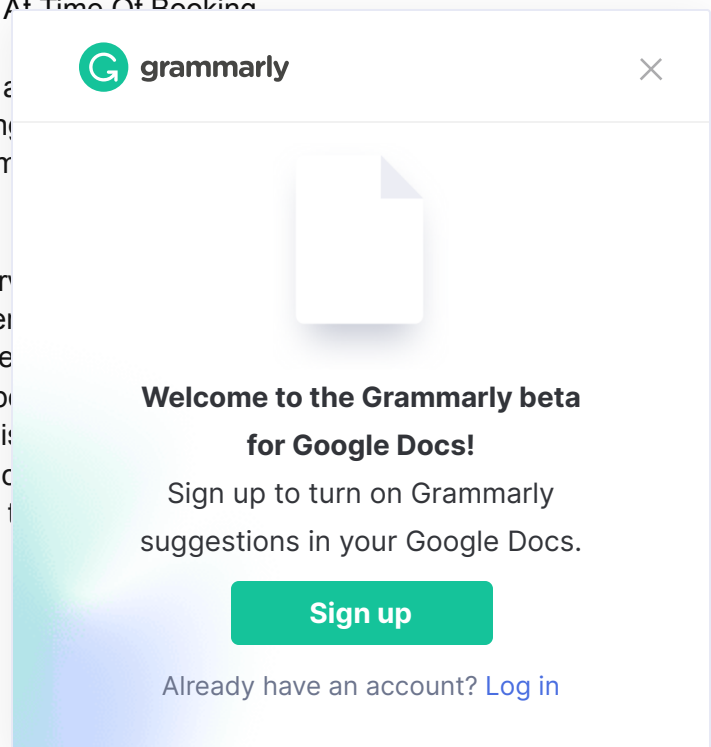
Time management is of the essence with any makeup and or hairstyling appointment with The Makeup Ladies to ensure the completion of the requested services at the stipulated end time, therefore adherence to appointment times is critical in ensuring that we, The Makeup Ladies deliver the requested service/s you expect. Therefore, when making appointment times please note that these times will be strictly adhered to. Should unforeseen circumstances arise, the onus is on the bride or client to advise The Makeup Ladies as soon as practicable. The Makeup Ladies is not responsible if desired completion time is not met due to the client or bridal party members causing delays, such as late arrivals of clients/bridal party, coffee/food/smoking breaks, breastfeeding time allowances whilst a service is being performed. Extra time fees may be applicable. These will be charged at \$25.00 per 15-minute increment over and above the stipulated finish time.

## CHANGES TO BOOKINGS:

i.e. Number Of Clients or Times Agreed Upon At Time Of Booking

Should the number of book services (Makeup and or hairstyling appointment) after you have made a final payment for the services requested at the booking.

This is based on losses suffered by us in rescheduling original booking requests based on the number of clients. Should you need to alter/change your request after you have made a final payment to secure your appointment with Ashley, Maria or another subcontracting artist is due to another appointment/s / commitment/s at the time, you may still be charged for the services at the appointment.



A notification window from Grammarly. The window has a title bar with the Grammarly logo and the text "grammarly" on the left, and a close button (an 'X' icon) on the right. The main content area features a large, light blue document icon with a white shadow. Below the icon, the text reads: "Welcome to the Grammarly beta for Google Docs!". Underneath this, it says "Sign up to turn on Grammarly suggestions in your Google Docs." At the bottom, there is a prominent green button with the text "Sign up" in white. Below the button, there is a link that says "Already have an account? Log in" in blue text.

Refunds for any services which are not rendered at the time of the appointment will be considered on a case-by-case situation, however, will be solely at the discretion of The Makeup Ladies, based on the time of when the cancellation was given and or the unique circumstances that arise due to the need of the cancellation/s.

### **ADDITIONAL SERVICES REQUIRED (Day of booking):**

i.e. Extra people wanting makeup and or hair styling services

If any additional people require makeup and or hairstyling services on the day of the appointment but have not been included in the original booking/invoice issued, this is not normally a problem, and payment can be made via cash or bank transfer to The Makeup Ladies at the appointment. Please, where possible give The Makeup Ladies / subcontracting stylists prior notice if others at the booking are after further styling so that we can prepare and adjust the timings associated, if possible. Depending on the allocated time of the appointment, this may not be always possible and please respect The Makeup Ladies' decision to decline if this is the case, especially for a bridal or group booking.

### **EARLY MORNING START TIME:**

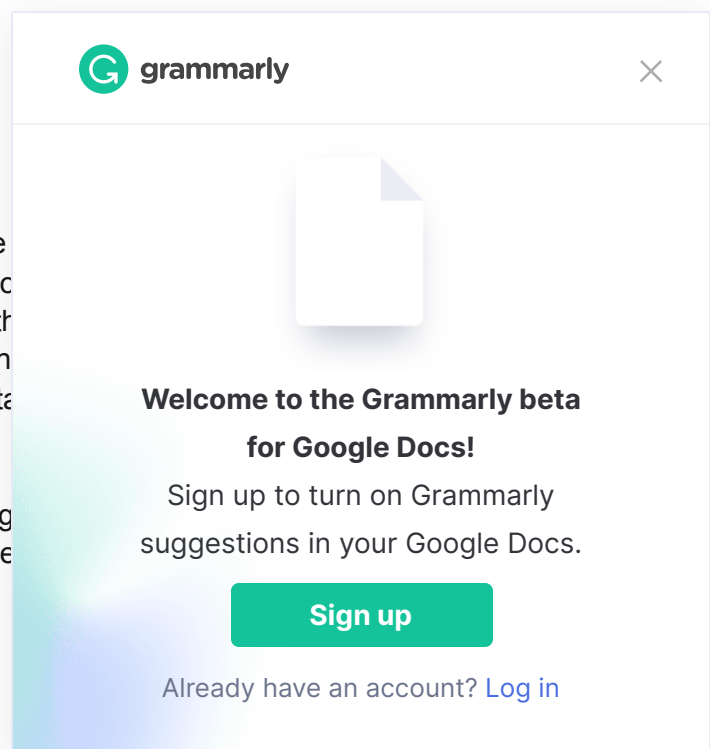
For bookings that require a starting time earlier than 6:30 AM there will be an additional early morning fee applied (based on start time required) Charged at \$25.00 per 15-minute increment. Brides/clients do not choose the time at which The Makeup Ladies and or any other artist/s subcontracted to The Makeup Ladies are to arrive; The Makeup Ladies will notify the Bride/client of their arrival time the week leading up to the wedding/group / single person appointment and will provide an estimated timeframe schedule of the requested start time and estimated finish time for all bridal/large group appointments.

### **MISCELLANEOUS FEES:**

i.e. Travel/Parking Fees/Tolls

A travel fee may be incurred depending on the required to travel to get to your requested appc include travel if the appointment location is with requested appointment location is outside of th will be worked out based on the additional dista be charged.

In the event that any hotel/motel/venue parking location, these additional charges will be passe



The image shows a notification window from Grammarly. At the top left is the Grammarly logo (a green circle with a white 'G') and the word 'grammarly' in lowercase. At the top right is a close button (an 'X' in a square). Below the header is a large, light gray document icon. The main text of the notification reads: 'Welcome to the Grammarly beta for Google Docs!' followed by 'Sign up to turn on Grammarly suggestions in your Google Docs.' Below this text is a prominent green button with the white text 'Sign up'. At the bottom of the notification, there is a link that says 'Already have an account? Log in'.

of the appointment (if known) or prior to The Makeup Ladies' departure. If parking is to be required at a hotel/motel/venue, we request that the client is to please arrange this with the hotel/motel/venue in advance of the appointment and have the related charges applied to their room tab, etc. We, The Makeup Ladies request that up to two car spaces are to be allocated at the request appointment hotel/motel/venue, unless otherwise stated.

**HAIR EXTENSIONS / EXTRA HAIR PADDING** (if required for the Bride/ Bridal party hair services):

An additional charge of \$15.00 per person will be required for the application of any hair extensions (if provided by client) and or any extra hair padding application required for the particular hairstyle requested.

### **GENERAL DISCLOSURES: HYGIENE POLICY, HEALTH & SAFETY**

You, the client and anyone else associated with the booking / receiving the requested services acknowledge that all makeup & or hairstyling services provided by The Makeup Ladies and any related subcontractors, involves the application of makeup/cosmetic/hair styling products and associated tools, directly to the relevant body parts; including but not limited to your eyes, skin and or your head/hair (if hairstyling is also required), therefore you agree that you have disclosed any and all medical or other skin/hair conditions known to you which a reasonable person would disclose, including but not limited to general allergies, skin/scalp sensitivity, contagious skin/eye conditions such as; conjunctivitis, active herpes (cold sores), impetigo/Methicillin-resistant Staphylococcus aureus (MRSA), head lice (nits) or any known viruses such as the flu, Coronavirus. Please note that The Makeup Ladies cannot work on and will refuse services to be performed on clients who are at the time of the appointment contagiously ill or have any contagious infection/s. The particular service/s will, therefore, be refused at the particular makeup artist's / hairstylists' discretion.

The Makeup Ladies or any subcontractors working with them are not, under any circumstances responsible for any allergic reactions to products used by The Makeup Ladies if you or anyone associated with you have any particular hypersensitivity that you are not aware of. You agree that we, The Makeup Ladies are not liable for any liabilities, costs, loss, & causes of action relating to the use of our products indirectly as a result of your products being used.

The makeup chair that is provided by The Makeup Ladies has a weight rating of 90kg only. Should this not be suitable for you, please notify us at the time of your appointment. The Makeup Ladies have no obligation to ask clients their weight; the onus is on the client to provide suitable chair in utmost discretion. The Makeup Ladies have no obligation to ask clients their weight; the onus is on the client to provide suitable chair in utmost discretion.



#### **Welcome to the Grammarly beta for Google Docs!**

Sign up to turn on Grammarly suggestions in your Google Docs.

[Sign up](#)

Already have an account? [Log in](#)



need alternative seating. We accept no liability for any claims arising from weight exclusions regarding our makeup chairs.

The Makeup Ladies reserves the right to stop work if there is any smoking in or entering the vicinity of the makeup / hair styling area for the health and safety of our team. The Makeup Ladies / the subcontracted artist reserves the right to refuse service on any clients displaying contagious viral symptoms including but not limited to vomiting, diarrhoea and suspicious rash to ensure the health of our staff and our other clients.

Children and or pets in attendance of the booking are to be supervised by a responsible adult at all times. Children and or pets are not to be in the service area at any time unless they are having a service and are being supervised by a responsible adult. This is for their own safety; we use very hot styling tools, operate electrical equipment and have very heavy equipment which can tip if not used correctly. The Makeup Ladies accept no liability from any claims arising from any children's and or pets' injury while in the service area.

#### **OTHER:**

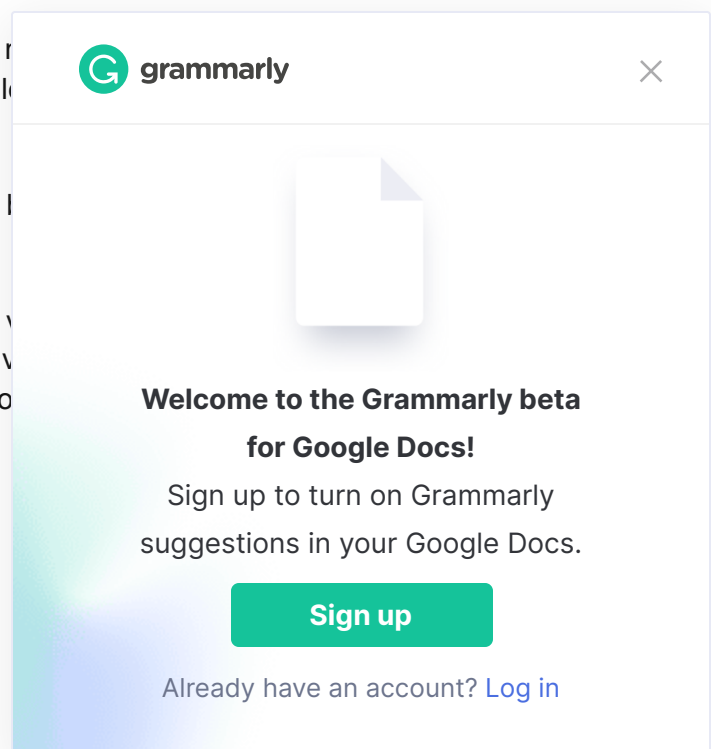
Damages, theft or contamination to The Makeup Ladies' or the subcontracted artists' property caused by any person, (including children and or pets), require on the spot compensation of equipment plus shipping costs of that equipment. This applies to damaged or contaminated items. As children / pets cannot compensate, their responsible adult, (or The Client), will be held responsible for on the spot compensation.

We do our best to ensure the products we use at a trial are also used on the wedding day but please be aware that there are situations beyond our control that may prevent this, such as a supplier discontinuing a product or a supplier delay in restocking a product. We will always aim to replace the product with something similar.

Clients acknowledge that The Makeup Ladies reserve the right to use their name, photos, portfolio, website and any promotions, please let us know if you have any special arrangement.

The client understands that once they pay the invoice, they are bound by the terms of the document.

The User Terms may be altered, however, the most recent version will always be applied. You may request the most up to date version of the User Terms by email: [themakeupladiesbrisbane@gmail.com](mailto:themakeupladiesbrisbane@gmail.com) or by contacting us on the phone.



The image shows a Grammarly notification window. At the top left is the Grammarly logo (a green 'G' in a circle) followed by the text 'grammarly'. At the top right is a close button (an 'X' in a circle). Below the header is a large, light blue document icon. The main text reads: 'Welcome to the Grammarly beta for Google Docs! Sign up to turn on Grammarly suggestions in your Google Docs.' Below this text is a prominent green button with the text 'Sign up' in white. At the bottom, there is a link: 'Already have an account? [Log in](#)'.