

EVOQUE MAKEUP ARTISTRY – TERMS & CONDITIONS

All contracts/dealings between Evoque Makeup Artistry (ABN 86 101 608 209) and any person relating to any goods or services provided and supplied by Evoque Makeup Artistry, its sub-contractors or affiliates, to the Customer through the website evoquemakeupartistry.com.au are subject to the terms and conditions of trade set out below.

MAKING A BOOKING

Booking a makeup application can be made at any time, subject to availability. A booking is fully secure upon email confirmation of payment of a deposit or unless otherwise specified in writing by Evoque Makeup Artistry.

RETAINER FEES

All wedding hair and/or makeup Bookings require a 30% *non-refundable** retainer fee to secure your booking and is due within 7 days of booking invoice being issued. Bookings will be tentatively held until the fee due date. Due to high demand for bookings we do not hold or pencil in dates. A retainer fee should be paid as early as possible to avoid disappointment.

**Non-refundable Retainer Fee*

This means Evoque Makeup Artistry is unable to refund your retainer fee once it has been paid. The exception to this is if you are unhappy with anything from the trial in which case a refund will be provided in full in accordance with our satisfaction guarantee (must notify us within 12 hours of the trial).

This also means you cannot change or cancel your booking without notice. However, we do understand a death in the family or other unforeseen circumstances could arise without notice. We are then able to hold your deposit and if possible, transfer your appointment to another date, provided it is available.

PAYMENT

Payment for event/special occasion hair and/or makeup services are to be made in full either prior to or on the day of your appointment.

For wedding bookings, once a retainer fee has been received to the nominated account, the balance stated is to be finalized 14 days or earlier prior to your wedding hair and/or makeup appointment.

Payment types include, Direct Deposit into nominated account, credit card and cash. Should direct deposit payment method be chosen, you are required to email ella@evoquemakeup.com.au a payment confirmation. All monies *must* be paid in full *before* day of service if paying online. Credit card payments incur 2.5% surcharge.

OVERTIME & LATE FEES

Evoque Makeup Artistry allows ample time per booking for the completion of the job. Where a booking runs overtime or late for any reason outside EMA's control, including (but not limited to) a client arriving late, last minute change of style, multiple changes to the look, clients not being ready to start at the allocated time, the client will incur a late fee of \$120ph, charged in 15min increments. This amount is payable prior to the artist leaving the job site via bank transfer or credit card payment.

CANCELLATION OR CHANGES TO BOOKINGS

If for any reason you need to cancel your makeup application and/or hairstyling service, please notify us as soon as possible. At that time, we will reschedule your booking or refund you a percentage of your amount paid based on time period to booking date.

- 2 months prior or before 30% retainer fee retained
- within 1 month of event 75% of total is retained
- within 2 weeks of event 100% of total is retained
- for all event/special occasion and non-wedding bookings where no deposit has been paid, 48hrs notice must be given or a cancellation fee of \$60 will apply.

- No booked services can be cancelled if a balance payment has already been made or if you notify us less than 28 days prior to your wedding, or less than 48hrs prior to your other function or event.

A change of time or location for your appointment may be refused if we are not available, or if the change will impact on other appointments. No retainer fee will be refunded if you change your booking in such a way that it is not practical for us to attend.

HYGIENE

Evoque Makeup Artistry and its sub-contractors and affiliates takes hygiene matters very seriously. EMA's brushes and kit are always cleaned and sanitised to a high, professional standard. Where a job requires multiple people to be done in one session, brushes are sanitised between each person.

You are required to notify Evoque Makeup Artistry of any allergies, sensitivities or skin conditions you or anyone else in your party have that may affect the makeup application. In no circumstance shall Evoque Makeup Artistry have any liability for incidental, or consequential damages however characterised, for example eczema, sensitive skin and eyes.

If you are sick or contagious on the day of your trial/wedding/event you will notify Evoque Makeup Artistry so that proper precautions can be taken. You are obligated to inform Evoque Makeup Artistry if you or anyone in your party has any contagious illness or condition. This includes but is not limited to conjunctivitis, cold sores, flu, measles, mumps, chicken pox, shingles, open cuts/sores, ringworm/fungal infections. Advising us of these conditions allows us to take all necessary measures to protect our own health and that of our other customers.

If I am sick or contagious on the day of your trial then I contact you to reschedule to prevent you from getting sick. Should I happen to be sick on the day of your wedding/event then I will take all necessary precautions to prevent transfer of illness (mask/gloves etc). In the unlikely event that I am extremely sick, hospitalised or unable to work on your wedding/event due to extreme, unforeseen circumstances, arrangements will be made for another artist with an equivalent skill level to attend.

TRAVEL

A travel Fee is applicable when traveling to locations more than 20kms from Evoque Makeup Artistry's base in Peregian Springs. 4573. Travel fees start from a flat rate of \$20 and are charged at \$1.50 per kilometre thereafter. This covers time, travel, car wear and tear and petrol cost. The charge is for travel to the job site. There is no charge for travel once we have left your premises. Where interstate, international or long distance travel is required all associated travel costs including flights, accommodation, transport or transfers must be paid in advance.

PARKING

In circumstances when parking fees apply, the client will be required to cover the charges when hair and/or makeup services are being conducted, for example hotel parking and metered parking, unless otherwise agreed upon in writing. Please advise parking arrangements at time of booking.

PRIVACY POLICY

Evoque Makeup Artistry may request personal details such as your name, address, telephone number or e-mail address. If you choose to withhold requested personal information, Evoque Makeup Artistry may not be able to provide you with the customer service you require, should that depend on the collection of that information, particularly if the collection of that information is required by law.

Evoque Makeup Artistry will not sell or disclose the Customers personal information/details to any third party without the customers consent unless in the purpose of purchase/deposit/delivery or if necessary to comply

with laws, investigations or legal proceedings. For transaction security for debit and credit card payments, Evoque Makeup Artistry uses "Square".