

## 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](http://evoquemakeupartistry.com.au) are subject to the terms and conditions of trade set out below. These may change at any time and without notice and a current version will always be made available via the website.

### MAKING A BOOKING

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

### BOOKING FEES

A percentage of your booking amount is charged as a booking fee. This fee covers administrative and operational running costs of the business. Once a booking fee is paid, it cannot be refunded *under any circumstances*. This amount is then deducted from your booking total.

All event or wedding hair and/or makeup Bookings require a *non-refundable\** booking fee to secure your booking and is due within 3 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 on a temporary basis. A booking fee should be paid as early as possible to avoid disappointment. Please note that we sometimes have multiple quotes sent out for a specific date and bookings are made on a first come first serve basis.

#### *\*Non-refundable Booking Fee*

This means Evoque Makeup Artistry is unable to refund your booking fee once it has been paid.

This also means you cannot change or cancel your booking without notice. However, we do understand unforeseen circumstances could arise without notice. We are then able to hold your fee and if possible, transfer your appointment to another date, provided it is available. In the event the new date is not available, no refund shall be provided as this initial payment covers business administration costs.

### PAYMENT

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

For wedding bookings, once a booking 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 and cash. Should direct deposit payment method be chosen, you are required to email [ella@evoquemakeup.com.au](mailto:ella@evoquemakeup.com.au) a payment confirmation. All monies *must* be paid in full three days *before* day of service if paying online. We regret to advise that credit card payments are not currently available.

### 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 pro-rated 15min increments. This amount is payable prior to the artist leaving the job site via bank transfer.

## **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 to a mutually agreeable date, provided it is available. No booked services can be cancelled if a balance payment has already been made or if you notify us less than 21 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 booking fee will be refunded if you change your booking in such a way that it is not practical for us to attend.

Please note that ALL monies paid are final and non-refundable. A credit note may be provided, subject to the cancellation terms and conditions and time period allowable.

## **COVID-19 BOOKING POSTPONEMENTS & CANCELLATIONS**

In the unfortunate circumstances you need to change your booking or cancel due to COVID-19 Government restrictions being enforced or travel restrictions in place, or for any other reason relating to COVID-19, **any monies paid remain non-refundable**. However; a credit note will be provided and you will be offered the opportunity to reschedule your booking to a later date. This credit note is fully transferrable and can be used either by yourself, or by another person of your choosing, towards hair and/or makeup services.

## **COVID-19 RESCHEDULING FEES AND ALLOWANCES**

Anyone that has a confirmed booking and who is required to reschedule due to COVID-19 restrictions will be allowed one date change free of charge and the booking to remain at the originally quoted rates. For second or subsequent date changes, an admin fee of \$50 will be charged and a new quote provided at the current business hair and makeup rates. This may result in a higher rate than originally quoted. Where possible we will work with our clients to find a solution that is fair and equitable.

## **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.

## **COVID-19 HYGIENE AND HEALTH**

Please refer to our additional COVID-19 Hygiene and Health T & C's for information on your obligations as a customer and our obligations as a business. A copy of these is available upon request and can also be found on our website.

## **TRAVEL**

A travel Fee is applicable when traveling throughout the Sunshine Coast and surrounds. Travel fees are charged at a rate of \$2 per kilometre from the attending artists base. This covers time, travel, car wear and tear and petrol cost. The charge is for travel **to** the job site only. There is no charge for return 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. Please note that any jobs requiring a travel time greater than 4 hours one way, will be subject to one nights accommodation and meals included. These will be quoted on a per job basis.

## **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.

Please note that any Noosa Heads/Hastings St bookings will garner an automatic travel/parking fee of \$50 minimum to cover the cost of paid parking in Hastings St and time required to locate a car park and traverse through traffic.

## **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".