

Richelle Darben Makeup & Hairstyling - Terms and Conditions

Payments

The client making the booking will be responsible for full payment of all services in the event that the other parties do not pay their portion.

Wedding payment balance – Must be paid no later than 4 weeks ahead of your booking date.

With all payments we recommend that the able clients send a transaction receipt as proof of payment.

Please use your booking date and name as a reference when making a Direct Deposit Transfer.

Refunds

Richelle Darben Makeup & Hairstyling does not offer refunds on a completed service.

Pricing

Please note that all prices are subject to change without any notice. This will not affect clients already booked in before the price increase.

Wedding Bookings / Group Bookings

Makeup – A \$100 Non-refundable deposit is required upon booking to secure wedding package date. The full invoice payment is due a minimum of 4 weeks before the booking date. Please use your booking date and surname as reference when making a direct deposit transfer.

Hair – A \$100 Non-Refundable deposit is required upon booking to secure wedding package date. The full invoice payment is due a minimum of 4 weeks before the event date. Please use your booking date and surname as reference when making a direct deposit transfer.

A minimum of 4 people is required for mobile jobs. Please contact us first to discuss as we may travel for 3 but this depends a number of factors.

Wedding Trial Bookings

Clients are required to pay the full amount for the trial by Direct Deposit Transfer.

All trials will be held at either the Parkwood Studio or Coomera Waters Home Salon depending on our bookings on the day. The time allocated is 2 to 3 hours. If you require 2 different hairstyles on the day or makeup this will be an additional cost and only available if we have time.

Please note if you wish to have a trial before you secure your deposit, this is fine.

However, even if you have made an appointment for a trial, your date is still not secure without the deposit being paid. Once you have had a trial, we only hold the date for 24 hours until it is available again for someone to book that date. Should another person pay a deposit for the same date, we will certainly let you know immediately that this date is no longer available.

Cancellation Trials

Rescheduling or cancelling makeup or hairstyling trials requires a minimum of 48 hours' notice. All deposits are non-refundable. Deposits are only transferable to a different date and/or time at the discretion of Richelle Darben.

Travel and Parking Fees

All location work is subject to a minimum \$30 mobile service fee per stylist. Additional travel fee may apply depending on the distance required to travel. Parking fees will also be incurred as a result of the location of the appointment, which are payable for the client (you).

Additional people wanting makeup or hairstyling

If additional services are required on day then cash payment will be required upfront before the stylist begins. It is recommended to contact Richelle Darben Makeup & Hairstyling prior so arrangements can be made to avoid potential disappointment where we may not be able to cater for extra people on the day.

Cancellation of Weddings Services

Cancellation of any booking by you must be communicated in writing by emailing richelledarbenmakeup@gmail.com and will only be confirmed upon receipt of this.

The following cancellation fees apply if the booking is cancelled by you:

- **3 months to 4 weeks prior to the event date** - 50% of the booked amount quoted on your booking invoice.
- **3 weeks or less prior to the event date** - 100% of the booked amount quoted on your booking invoice.

Cancellation on Numbers in the Wedding Party

Please confirm your numbers at the time of booking as we don't offer any reductions to the quoted amount at any time for hair and makeup services.

Should someone in your wedding or group booking cancel at any time they are welcome to be replaced with someone else (for example another guest or relative). You will be charged the full quoted amount of the service since the booking duration on the requested date has been specifically allocated to you, which results in lost earnings/bookings for us.

The booking of our services is an agreement between you and us, and not any other party. Therefore it is your responsibility to communicate and make the other parties aware of the booking details and these terms of service. Should anyone in your wedding party or group wish to change the booking, cancel, or is unable to make the associated appointments of your booking, then this is something that you will need to arrange privately with them – our fees and booking will remain unchanged, unless you advise of a change or cancellation (noting these terms of service).

Non-Communication

From time to time we may need to contact you regarding your booking (for example to secure deposit, full payment or issues regarding booking date). It is important to remain available for contact.

If we have contacted you via the contact details you have provided, at any time throughout your booking and you do not reply within 7 days, we will assume that you do not wish to maintain your booking with us.

Should we not receive a response within this time period, we will advise you in writing (via the email address that you provided) that you have a final 7 days to respond to us. If we don't receive a response after this period, then unfortunately due to our demand for bookings, your event date will be made available for other people to book.

SPECIAL OCCASION APPOINTMENTS

Booking a makeup or hair appointment can be made with 2 hours' notice, subject to availability of our stylists and makeup artists.

A booking is fully secured upon email confirmation of payment of a deposit via Direct Deposit Transfer. All appointments require a non-refundable \$50 deposit and require at least 48 hours' notice to reschedule your booking otherwise your deposit will be forfeited.

Note, due to the popularity of our services, your appointment may be cancelled at any time if a deposit has not been paid. Cash payments may be accepted with same-day appointments.

Timing

Richelle Darben Makeup and Hairstyling will notify the client of their arrival time 24 hours prior to the booking.

Time management is of the essence therefore adherence to booking times is critical to ensure the service you expect. Should unforeseen circumstances arise, the onus is on the client to advise as soon as practical. Richelle Darben Makeup and Hairstyling is not responsible if desired completion time is not met due to client/group/wedding party delays.

Health and Safety

Richelle Darben Makeup and Hairstyling is not, under any circumstances responsible for any allergic reactions to products used. The client must give advanced notification if you or any of your wedding party or group have particular allergies. Should you wish to bring your own product that you are familiar with then we are happy to use this product.

Richelle Darben Makeup and Hairstyling reserves the right to refuse service on anyone displaying skin liaisons, cold sores, eye infections, head lice or someone who has fresh cuts and bruising from any facial or neck surgery. This also includes contagious viral symptoms including but not limited to vomiting, diarrhoea and rashes to ensure health of our staff and our other clients.

Children must be supervised on the day and are not to be in the designated service area at any time, unless they are having their hair or makeup done and being supervised by an adult. This is for their own safety; we operate electrical equipment and very hot styling tools. We will accept no liability from any claims arising from any children's injury while in the designated service area. We do ask that you, your guests or group do not touch any of our products or equipment. Should you or anyone in your party or group cause our products or equipment to break or become damaged due to unauthorised handling, then you agree to be charged the cost for a replacement. This is a condition of our terms and services.