

Black Lash Makeup

TERMS AND CONDITIONS OF SERVICE

1 DEFINITIONS

“Appointment” refers to a date, time and location that is mutually agreed between you and us when services will be performed.

“Appointment confirmation” refers to an email message from us that details information about the appointment. It will additionally itemise the costs for us to perform our services as agreed by you. Methods of payment for the services will be contained in this email.

"Booking fees" refers to a non-refundable charge for confirming appointments.

“Branding Photography” refers to application of makeup for professional branding photography and/or head shots for your business.

“Bridal makeup” refers to application of makeup and eyelashes as required for a wedding day. An appointment for Bridal makeup cannot be booked without first having a trial appointment. A trial is only necessary for the bride. Members of the bridal party and mother of the bride do not require a trial appointment, unless they desire it. This trial appointment should take place prior to 1 week before the wedding day. A trial appointment will incur costs and should be considered when engaging us for Bridal makeup.

“Cancellation confirmation” refers to an email or text message from +61 408 583 123 we send you to confirm we are no longer engaged by you to perform our services for an appointment.

“Makeup Lessons” refers to a private makeup lesson where the client applies their own makeup products as well as makeup and eyelashes as provided by us, under guidance from Black Lash Makeup. The location for the services is our studio.

"Mobile Services" refers to a Special Event Service booked online through our online booking system or via another contact method, which is to be carried out at a location not at our location. These services are carried out by Sub-contractors to Black Lash Makeup and incur a set call out fee.

DEFINITIONS CONTINUED

“Our location” refers to our studio located at 56 Marginson Drive, Landsdale, WA 6065.

“Photographic work” refers to the application of makeup and eyelashes as required for the purpose of photography where multiple applications and/or touch ups may be required, and services have been secured for rates as mutually agreed upon and invoiced. The location or locations for the services is to be mutually agreed upon.

“School Balls” refers to the application of makeup and eye lashes as required for your school ball event. The location for the services is to be mutually agreed upon as either our studio or your location. For such an event your location cannot be where your School Ball is being held.

“Services” refers to the application of makeup and/or eyelashes inclusive for one of the seven event categories:

- Branding Photography
- Bridal makeup
- Photographic work
- School Balls
- Special Events
- Makeup Lessons
- Mobile Services

“Special Events” refers to application of makeup and eyelashes as required for your event. The location for the services is to be mutually agreed upon as either our studio or your location, which may be your event’s location. Makeup applied for attendance of a wedding, that is not a member of a bridal party or mother of the bride, is classified as special events.

“We”, “us”, “our” or “Black Lash” refers to Black Lash Makeup ABN 11 894 485 721.

DEFINITIONS CONTINUED

“You” refers to either:

- the person receiving our services that engages us directly, or
- an agent that engages us on behalf of a client who will receive our services such as but not limited to friends, relatives or representatives.

“Your location” refers to a specific location you request to have us perform our services at. This location must be agreed to by us and will be detailed in our appointment confirmation. Travel costs apply to perform our services which we will discuss with you prior to us sending the appointment confirmation. Changes to your location are possible but subject to our availability.

2 ENGAGEMENT OF OUR SERVICES

- We encourage you to engage us as early as possible to ensure availability, discuss your choice of our services and any specific requirements you may have such as but not limited to location, colour palette or product requests.
- Appointments are not confirmed until an appointment confirmation is sent by us and deposit or payment in full is made.
- Use of our online enquiry form at www.blacklashmakeupdesign.com.au/contact-me is not an appointment confirmation, it is a tool to help you commence engagement for our services.

3 DEPOSITS AND PAYMENTS FOR SERVICES

- Appointments made online will take payment in full or a deposit. Invoices are sent for Bridal, Mobile Services and Photographic work. Services booked via enquiry forms will be sent details of how deposits and payments can be made and when they are due.
- For all Special Events, School Balls services:
 1. A booking fee of \$30 per person receiving services is payable to us to confirm your booking of an appointment.
 2. The booking fee of \$30 per person may be transferred to a new appointment booking, if the appointment is cancelled and rebooked no less than 48hrs of the original appointment date and time.
 3. Payment of the balance cost of Special Events and School Balls services must be paid either:-
 - Prior to your appointment date
 - On the day of the appointment.

3 DEPOSITS AND PAYMENTS FOR SERVICES

- For all Branding Photography, Makeup Lessons and Mobile Services:
 1. payment is required in full at time of booking to confirm the appointment either via the online booking system or via invoice.
 2. the payment in full is transferable to a new appointment booking, but if the appointment is cancelled and not rebooked the booking fee of \$50 plus any payment processing charges for the payment in full for the appointment, such as credit card charges fees, is non-refundable and will be retained from any refund payable.
- For all Bridal makeup and Photographic work services:
 1. a booking fee of 50% of the invoice cost is payable to confirm your wedding date or photographic shoot appointment.
 2. if we have not received this booking fee prior to 1 week after us sending your invoice, we reserve the right to cancel your wedding date or photographic shoot appointment.
 3. payment of the balance of the invoiced cost must be paid prior to 1 week of the wedding date or photographic shoot appointment.
 4. if you cancel a wedding date or photographic shoot appointment within 120 days of the date of the appointment, the booking fee is non-refundable.
 5. if you cancel an appointment prior to 120 days of the date of the wedding date or photographic shoot appointment, a cancellation fee of the lesser of the booking fee or \$150, will be retained from any refund payable.
 6. for Bridal makeup services, 1 complimentary MAC cosmetics lipstick in the colour you agree at your Bridal makeup trial appointment. Lipstick is only supplied if we are engaged to complete your Bridal makeup for your wedding day AND you have undertaken a Bridal makeup trial appointment.