

BOOKING TERMS & CONDITIONS
Heera Hair and Makeup (Heera Beauty Holdings Pty Ltd)
451 HARRIS STREET, ULTIMO, 2007, SYDNEY, AUSTRALIA
ACN/ABN: 663 388 109/ 70663388109

We operate on a **clear** and **open** booking policy to ensure our clients are fully informed and aware of how we provide our trusted services. *We thank you for your understanding and look forward to providing you with our services.*

- **Cancellations:** *In the unlikely case you are unable to go ahead with your booking with us, and need to cancel, the deposit paid is **non-refundable**, and **non-transferable** to a new date.*
- **Reducing Booked- In Services:** *Once the booking is confirmed by paying the deposit for an agreed package, we are not able to reduce the total amount payable for unused services or no shows.*
- *We advise all large bridal group clients to book for the minimum number of people first, and then add people to the booking closer to the event as your plans become more clear.*
- **COVID Policy:** *If your booking is impacted by **government enforced Covid restrictions** (Lockdowns or Event Cancellations as a result of state-wide government restrictions/policy within Australia)- we are happy to move your booking to a new date (**no charges apply for this**).*
- *Our Covid policy above, does **NOT** cover **individual** covid related issues, i.e. if you or anyone associated with the booking are impacted by covid (positive for covid/ close contact/waiting for test results/ in isolation etc.). If you need to cancel your booking for these individual COVID related issues, our standard cancellation/no shows policies above apply.*
- *Our quotes are priced taking into the following; number of people, number of events, location distance, requested team size etc.*
- *We are happy to undertake a maximum of **three** quotation modifications per client. We kindly request that before requesting a quote modification, please do visit our website to go through our pricing, or give Heera a call to discuss your requirements*

=====

We take the utmost care in ensuring you receive the best experience and service from us. For this reason, please have a read through of the following Terms and Conditions before booking with us. If you have any queries relating to these terms and conditions please contact us.

These terms and conditions apply to services provided to You by Heera Hair and Makeup (Trading under Heera Beauty Holdings Pty Ltd). The Terms and Conditions govern as a 'contract' once the deposit has been placed. This Contract is subject to the laws and jurisdiction of NSW, Australia. This includes government mandates, guidelines and restrictions in place at the time of booking, leading up to the date of the booking and on the date of the booking. Our ability to perform these services are bound by these laws, mandates, guidelines and restrictions. You agree that it is not our responsibility to notify you of changes made to government law, mandates, guidelines and restrictions.

Assistant Fee

If you would like to reduce the time taken, we can bring our assistant for an additional flat fee of \$295 + travel fee costs.

Hair & Makeup Trials

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

Trial appointments consist of 1 x hairstyling or 1 x Makeup application only, any additional styling may incur additional charges.

All trials will be held the studio.

The time allotted to a trial is 1 hours for hairstyling or makeup. 2 hours for both hair and makeup.

If you require two styles to be trialed an additional fee of \$100 will be charged. Please email us in advance.

Trials are not compulsory but are recommended, without a trial we will not accept responsibility if a chosen style or look does not work on a wedding day or there are circumstances where there is a mismatch in styles, approach, or expectations, and a refund will not be offered.

Please let us know before you leave your trial, any feedback you may have. If there are any issues, anything that needs to be changed or fixed, your stylist can address this immediately to ensure 100% satisfaction on the day.

Pricing: We price per client depending on their role (e.g. guest, bride, bridesmaids, mother of the bride etc) and also the type of event (birthday, graduation, wedding etc). We provide a flat price based on the variables above and are not determined by length of hair or a 'heavy' / 'light' makeup application.

Our prices are based on the current market value for our high-end luxury service. Our services are very different to hairdressing services or an in-store / cosmetics brand application of makeup. We are trained and skilled to tailor each look to meet their specific requirements of each and everyone of our clients. Additional costs such as call out fees and early morning charges will be made clear to you before your booking is confirmed. Our call out charges are calculated from the distance travelled from our studio and day of travel (week day/ Weekend). Early morning charges may apply to some bookings.

If the client has booked incorrectly (eg. booked as guest when instead they are the bride), you may incur an additional fee to the value of the accurate service. This will be incurred before the completion of the service. All our prices are standard and accurate to the date you receive a quote. We receive a high volume of enquires and many of our clients book us in for multiple days over their wedding events.

Photography and Image Copyright: It is imperative that we continue to update our portfolio and demonstrate our work to future prospective brides. All photographs taken by us are the property of Heera Hair and Makeup and may be used for marketing purposes on social media or in print. Please let us know in advance by written email if you do not wish to be photographed or if you are not happy for us to use your images for social media purposes, all staff will be notified.

We are happy to be photographed on your wedding day however, any photo image incorporating our team in action, or our hair and/or make-up design, on the internet or on any other advertisement, must make reference or credit us as the hair and/or makeup artists.

Bookings & Deposits: Once you inquire with us, you will receive an initial quote followed by an invoice if you would like to proceed. Dates are not booked or secured until a deposit has been paid. All deposits are non-refundable and upon payment of a deposit you accept that you are entering into a contract with us. From this moment, time and effort is taken to prepare for your date. If you are booking in multiple days for different events, please note that when a deposit is paid, you are paying 50% deposit for EACH day and event you book in. In the event that you decide to cancel any event or day booked in, the deposit amount paid cannot be transferred across to cover the booking cost for any other day or event. The full payment of the package is due. All Wedding or Bridal bookings must be paid in full 4 weeks prior to the date of your event (or first event – in the case of multiple events).

Payment: The named person on the booking form making the appointment will be solely responsible for all payments due by specified dates. We do not accept payments in portions and the named person on the booking form will be responsible to collect and complete payment in one transaction if there are more than one person booked. Payments for hair and makeup services, excluding weddings & engagements, must be paid on the day of the booking or prior to the booking. This will depend on the number of people booked and we reserve the right to determine when payment is requested.

Hygiene: If you or your bridal party are suffering from any type of contagious illness including, but not limited to, conjunctivitis, eye styes/cysts, cold sores, open wounds/cuts on the face and neck, staph infection, head lice, or a flu or other contagious illness, we need to be informed as a matter of urgency and reserve the right to refuse service of any infectious person. This is a precaution taken in order to ensure non-contamination of kits and brushes, despite the fact all items are sanitised between clients. Skin sensitivity, conditions such as active herpes (cold sores) & general allergies for yourself & the other people who are receiving services. In doing so, you agree that we are not liable for, & will indemnify us from any & all claims, liabilities, costs, loss, & causes of action relating to personal injury or death arising directly or indirectly as a result of your failure to disclose pertinent information relating to medical or other conditions. Heera Hair and Makeup reserves the right to refuse to work with someone who presents with a contagious disease, virus or transmittable infection or condition such as those named above.

Refunds: We do not offer any refunds for completed services. If you are in any way dissatisfied as the service is being completed, it is up to the client to notify the stylist during the service.

Cancellations: In the unfortunate event that you cancel your booking any payments you have made are strictly non-refundable. If we book you in for hair or makeup it means we cannot book other clients and it's likely we have turned away other business. Due to our high demand for bookings, we are regularly booked months, if not years, in advance.

Please confirm your numbers carefully at the time of booking as we don't offer any reductions at any time for hair and makeup services. Should someone in your wedding/group booking cancel at any time they are welcome to be replaced with someone else, e.g. a guest or relative. You will be charged the full 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.

It is your responsibility as the client to communicate and make the other parties aware of our rates and terms of service. Cancellations without the above-mentioned prior notice will be charged the full cost of the booking. All deposits and payments are strictly non-refundable and non-transferrable. This also applies to weddings that have been cancelled due to personal relationship or personal financial problems.

Cancellation of any booking by you must be communicated in writing, by post or email and will only be confirmed upon receipt of this. The complete deposit will be retained by us regardless of notice given due to administration and loss of other bookings caused by allocating your appointment.

Client Obligations on the Wedding Day: Please ensure every member of your party is aware of timings on the day and that they need to be, and remain, available. We request that all parties cooperate on the day of the booking which includes being ready at the scheduled time for hair and makeup, and not eating or using mobile phones whilst getting makeup done. This will ensure we run on time and there is no delay.

Please ensure all other instructions provided to you prior to the booking are followed, e.g. to make sure hair is washed and dried straight the night before. Please ensure that our team will be working in a suitable environment with adequate lighting, by a window is best so we have natural light. electricity points, and hand washing facilities and a large high table for our products.

You are to inform us of any allergies or reactions prior to, or after, any makeup application or hair styling. If no known allergies are stated we cannot be held liable for any reactions, injuries, losses, damage, costs, claims and actions that may occur to you or any other member of your party.

Prior to having makeup applied or hair styled please ensure you and your party are prepared, to avoid leaving the chair whilst we are working. Please ensure teeth are cleaned, you have been to the toilet and contact lenses are applied (if applicable), before sitting in the chair. Also make sure you are make-up free, (we will prep your skin.) On a wedding day, time is of the essence.

Please do not sit children/babies on your lap whilst having your hair styled or make-up applied. For their own safety please ensure that children are kept away from our styling tools and products at all times. Styling irons are extremely hot, and hazardous, and we will not be held responsible if a child is injured as a result of the parent or carer not being present.

We are not obliged to stay if we have completed our work before the estimated completion time. We may refuse to follow any instructions (including posing for photographs) that are outside the scope of our makeup and hairstyling services.

Bookings: Changes (additions) can be made to the services prior to the wedding or event up to 6 months before the commencement of your first event, but services cannot be reduced from the initial agreed scope of work.

If cancellations are made (more than 1 month in advance): the deposit is non-refundable.

All booking must be paid in full 1 month prior to the date of your event (or first event). Once full payment is made the total payment is non-refundable.

In the event we cannot attend the booking date due to unforeseen circumstances on our part, we will work with you to find an alternative reputable stylist, however any such booking will remain solely your responsibility. You agree that you will not hold Heera Hair and Makeup responsible for any additional costs incurred by you due to the cancellation including but not limited to additional costs to book another stylist as a replacement.

Travel: We have a minimum number that applies for 'call out' bookings and will depend on location, timing and availability. Our call out fees are charged according to the distance and time taken to travel out to you.

In the event that we are required to come to a house/hotel/motel/serviced apartment that requires payment for parking, please ensure that you have a parking spot organised for us and any of our contractors or affiliates prior to our arrival. Valet parking service is required for all hotel, motel and serviced apartment bookings. All parking fees/charges are to be covered by you. Any additional expenses incurred after the event will be charged to the client.

Prep: It will be the client's responsibility to follow our instructions on preparing for the service. Additional charges may apply if these preparation details are to be completed by the stylists on the day. Please note that failure to follow these instructions may reduce the quality of our services.

Time Keeping: It is crucial to making sure that we deliver the service that you expect. When time is allocated for your appointment, please make sure that they are followed. Please note we are booked in for the service we are providing, not the duration of time allocated. We provide timing inclusive of a small buffer to ensure that we are able to complete our services in a timely manner and create a stress free environment for our brides. If we finish our services ahead of schedule, we are not obliged to stay back until the finish time originally allocated. However, unexpected things do happen! If it does, please let us know if you are running late. Heera Hair and Makeup is not responsible if we are unable to complete services booked in during the allocated time due to delays by the client. If you are running late, please note that your services may also be delayed. In this instance, there may be a late fee as it will affect bookings after you.

Extra People On the Day: If there are other people that decide on the day that they would like our service, but are not included in the original booking, we may be able to add them on the day. This will definitely depend on the timing and will be decided by the stylists present. Payments for these bookings must be made in cash on the day before any services are commenced on the extra clients.

Limitation on Liability: Heera Hair and Makeup/ Heera Beauty Holdings Pty Ltd is not responsible for any reactions to makeup. Client holds the Artist harmless for any claim, loss, damage or injury to any person or property arising, either directly or indirectly, from the Artist's performance. All brushes, tools, and makeup products are sanitised between every makeup application. Makeup products used are hypoallergenic. We accept no liability for any claims arising out of the misuse, allergic reactions, or any injury suffered from the consenting use of the products and equipment offered by Heera Hair and Makeup/ Heera Beauty Holdings Pty Ltd. By making a booking with us you acknowledge and accept this policy and release us from any liability if such a situation should arise. The client understands that once they pay the booking deposit, they are legally bound by this document. When booking Heera Hair and Makeup (Heera Beauty Holdings Pty Ltd) and our stylists, contractors or affiliates you are doing so at your own risk. You agree that Heera Hair and Makeup and our stylists and contractors will not be held liable for any loss or damage incurred either directly or indirectly from booking us for your event. You agree to indemnify Heera Hair and Makeup and our stylists and contractors for any damage or loss caused indirectly or directly by us to property belonging to the client, any of their friends, family or guests as well as property belong to the location that the booking is taking place and any injury to you, any friends, family or guests whether that person is part of the booking or not resulting from the use of our tools, make up, products, ingredients and equipment used in the booking.

Allergies: Any stylist working under the name Heera Hair and Makeup is not to be held responsible for any allergic reactions to products or ingredients used. It is the clients' responsibility to inform the stylist prior to the booking of any medical conditions, sensitivity or allergies that could cause reactions to products, equipment or ingredients used. Medical conditions include but are not limited to, facial herpes, open/weeping wounds or sores, warts, severe or cystic acne, sunburns, recent dental work, bruising, ringworm, impetigo, scabies, head lice, eczema, photo-sensitivity. If you would like, you can bring your own products that you are familiar with and the stylist would be happy to use the product. You agree that Heera Hair and Makeup, its stylists and contractors are not liable for, and you will indemnify them for any and all claims, liabilities, costs, loss and causes of action relating to personal injury or death arising directly or indirectly as a result of your failure to disclose information relating to medical conditions.

Team: All our stylists are qualified and professional (that's why they work for us!). We try our best to keep you booked with the stylist you initially did a trial with (if applicable). However if someone is unable to complete your booking due to an unforeseen event or circumstance, we will provide with you another member of our highly skilled team! We trust that in booking us you have faith in all of our individual skills and training.

Thank you for your understanding and cooperation. If you have any further questions please contact us.