

# GLOW STUDIO BY VELBELLA

ABN: 32598946083

[www.glowstudiobyvelbella.com](http://www.glowstudiobyvelbella.com)

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## SERVICE AGREEMENT AND TERMS

This contract is automatically entered into when a client books Glow Studio By Velbella for any Hair Styling or Makeup Application services.

**BOOKINGS:** To secure a date, a signed contract is required with a deposit of \$25.00 due at the time of signing. The deposit is non-refundable and non-transferrable. Please be advised, dates and scheduled hair styling and makeup times will only be reserved when a signed contract and deposit payment are received.

**BOOKING TIMES:** Each makeup application requires a certain length of time to be finished and is not to exceed time limit. When reserving your date, book accordingly. Any additional makeup needs outside of the booking will only be performed at the discretion of the makeup artist. All persons involved in makeup appointments need to be available at the scheduled time of said appointment in order to not break the contract. All makeup for more than one person must be at the same location and consecutive in time.

**DELAYS:** A late fee of \$25.00 will be charged for every 15 minutes of delay when a client is late for the scheduled time, or if scheduled makeup exceeds allotted time because of client delays.

**SATISFACTION GUARANTEED:** Makeup will be completed to client's satisfaction, but is not to exceed allotted makeup time. Ample time is given for each makeup upon booking. Acceptance of completed makeup application by client is acknowledgement by client that makeup is done to his / her satisfaction.

**TRIAL MAKEUP:** A trial hair and/or makeup booking is available for services that do not include one. This is a separate fee and is due when trial service is rendered. The client must make arrangements with the artist to book a trial hair and/or makeup application at a time suited by both parties.

**OTHER ARTISTS:** Emma Moffat is the Key Hair Stylist and Makeup Artist for Glow Studio By Velbella. If Emma is unable to attend a Makeup or Hair Styling appointment, she will liaise with you directly and do all things necessary to facilitate another artist to fulfill your booking. This is undertaken prior to any cancellations.

**CANCELLATION:** All deposits paid by client are final and non refundable. While cancellations are extraordinarily rare, if the makeup artist cancels at any time or be unable to perform artist's duties for any reason, or is unable to find a replacement artist to fulfil the booking, the deposit paid will be fully refunded within 48 hours of the booking being cancelled. Client

agrees that the refund of 100% of the deposit is the only liability to Glow Studio By Velbella and any and all of it's owners, employees and agents.

**SERVICE LOCATION AND REQUIREMENTS:** Location of service for the day-of-event or trial (consultation) will be at the discretion of the client, but there are certain requirements the makeup artist needs to complete the makeup. A 'set-up' table/work area needs to be made available for use by makeup artist, along with access to a safe power point within 2 meters.

**PARKING & TRAVEL FEES:** Where parking or valet fees may be incurred; the amount will be included with the final bill and due for payment on the day of event.

Travel fees will be quoted at the time of the booking. These may include, but not limited to, Airfares, Ferry Fares, Accommodation and transportation.

**LIABILITY:** All brushes, tools and makeup products are kept sanitary and are sanitized between every makeup application. Makeup products used are skin care based and/or hypoallergenic. Any skin condition should be reported by the client to the makeup artist prior to application and if need be, a sample test of makeup may be performed on the skin to test reaction. Client(s) agree to release the makeup artist, Glow Studio By Velbella, it's owners, and all employees and agents from liability for any skin complications due to allergic reaction.

**PAYMENT:** The final balance due is required on completion of the booking - no exceptions - unless at the discretion of the makeup artist. The person(s) responsible for the entire balance of payment is the person(s) who has signed the booking contract. Acceptable forms of payment are: EFTPOS, Bank Transfer, Cash, Mastercard or Visa. Please be aware a service processing fee of 3.5% may be applied when paying by credit card.

**SEVERABILITY:** If any provisions of this agreement shall be held to be invalid, illegal, unenforceable or in conflict with any of the law(s) of any jurisdiction, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

**USE OF IMAGE:** Unless prior discussed and approved, Glow Studio By Velbella may use on it's website and / or on any of their rightly owned and operated Social Media Profiles. This includes the use of photographs, video, audio and any other digitally stored media that is captured or recorded by Glow Studio By Velbella and any and all of its representatives. Client(s) agree to release any and all claims regarding use of his / her image for such purposes. Client(s) also agrees to release name and contact information of professional photographers / videographers photographs and recordings.

**ACKNOWLEDGEMENT:** By accepting your Booking with Glow Studio By Velbella, you agree to the above terms and conditions.