

Glow Studio By Velbella
ABN: 32598946083
www.glowstudiobyvelbella.com
emma@velbella.com

Service Agreement and Terms - Bridal Bookings

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

BOOKINGS: To secure a date, a signed contract is required with a deposit of a minimum of \$50.00 due at the 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.

BRIDAL HAIR AND/OR MAKEUP TRIALS: Trials are required unless otherwise agreed to in writing by Emma. Trials are available in the Woodford studio or via mobile service, with pricing as outlined in your quote. Trials are available on all days except Saturdays. Trials are not solely for previewing hair and makeup; they also include discussion of timings, logistics, and the overall schedule for the wedding day.

Call Out Fees and Service Balance: Glow Studio By Velbella provides services as a duo team consisting of one Makeup Artist (Emma) and one Hair Stylist (Amelia). For mobile bookings, we make every effort for both artists to travel together to the service location, allowing clients to incur a single call-out fee when possible. If service numbers are significantly uneven (for example, a higher number of one service compared to the other), the artists may be required to travel separately or adjust the schedule, which may result in two call-out fees being applied. Slightly uneven service numbers are generally acceptable, provided the schedule does not create more than approximately one hour of downtime for either artist (for example, 4 makeup services and 3 hair styling services, or vice versa). There is no minimum booking requirement when service numbers are evenly balanced (for example, 1 hair styling and 1 makeup service). Glow Studio By Velbella reserves the right to adjust scheduling or travel arrangements when necessary to ensure services are completed on time and to the highest standard.

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 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.

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.

SATISFACTION GUARANTEED: Hair Styling and Makeup will be completed to client's satisfaction, but is not to exceed allotted makeup time. Ample time is given for each service upon booking. Acceptance of completed makeup application and/or Hair Style by client is acknowledgement by client that makeup and hair style has been completed to his / her satisfaction. Our artists guarantee the quality of their work exclusively during the duration of their presence with the client. Once the artist departs, we cannot ensure the longevity or maintenance of the makeup or hair style.

MAKEUP MAINTENANCE AND CARE: To facilitate post-departure makeup maintenance, a mini makeup touch-up kit will be provided to each client. This kit includes a mini foundation roller, powder puff with powder, mini lip gloss, oil blotting papers, cotton tips, and a dehydrated sponge for makeup removal at the end of the desired period of wear.

HEAT SENSITIVITY ADVICE: We advise clients that makeup and heat are not compatible. For hot weather conditions or clients prone to discomfort in heat, we recommend implementing a hot weather plan.

This plan should include:

- Staying in shaded areas whenever possible.
- Purchasing a handheld fan to assist in staying cool.
- Allocating 10 minutes per hour for makeup check and touch-ups.
- Avoiding direct exposure to sunlight.
- Taking precautions to minimize perspiration.

HAIR STYLING LONGEVITY ADVICE: Glow Studio By Velbella recommends all clients avoid excessive touching or brushing of their hair to prevent frizz and disruption of the style. We also recommend to shield your hair from environmental factors such as wind, humidity, and direct sunlight.

FACE FRAMING CUTS: Amelia - the Key Hair Stylist for Glow Studio By Velbella - offers the option to trim small sections of hair, specifically around the face, to enhance face-framing for your hairstyle. This service will only be provided after thorough mutual discussion and with the client's explicit verbal consent, as well as agreement to this contract. While Amelia is trained in the precise cutting of small, layered sections around the face, she does not perform full haircuts or blunt fringe cuts. We strongly recommend that any haircutting be done by a qualified hairdresser of your choice prior to your trial, wedding day or event.

We accept no liability for any hair damage, poor result, or final finish resulting from these face-framing cuts. Amelia remains the right to decline this service and refer the client to a professional Hair Dresser.

OTHER ARTISTS: Emma Moffat is the Key Makeup Artist for Glow Studio By Velbella. Amelia Rees is the Key Hair Stylist. If Emma, or Amelia 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.

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 no later than 24 hours prior to your wedding date - no exceptions. The person(s) responsible for the entire balance of payment is the person(s) who has signed the booking contract. An invoice will be sent to your email in the weeks leading up to your wedding day, which will contain payment options. Acceptable forms of payment are: PAYPAL, Bank Transfer, Cash, Mastercard or Visa. Please be aware a service processing fee of 3.5% may be applied when paying by credit card.

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.

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.

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