



Terms and Conditions

1. **AGREEMENT** – When you pay the non-refundable and non-transferable ‘booking fee’, this means you acknowledge and accept these terms and conditions.
2. **BOOKING AND CONFIRMATION** - Bookings are first come, first served. We will not hold your booking without confirmation and payment of the non-refundable and non-transferable ‘booking fee’. Non-payment may result in losing the date to another client.
 - 2.1. For non-commercial bookings, such as weddings, special occasions, and trials, you must complete a booking form and pay a non-refundable and non-transferable ‘booking fee’ to confirm your booking. Your non-refundable and non-transferable ‘booking fee’ will be deducted from the total amount owing for that booking. The remainder ‘final payment’ is payable in cash on the day of your booking.
 - 2.2. For commercial bookings, such as corporate makeovers, photo shoots and editorial, we require you to confirm via email, and make payment in full within 7 days *of* booking or 4 days *prior to* booking, whichever comes first.
3. **PAYMENT TERMS**
 - 3.1. For non-commercial bookings, such as weddings, special occasions, and trials, you must pay a non-refundable and non-transferable ‘booking fee’ to secure your date. The remainder is payable in cash on the day of your booking.
 - 3.2. Our quoted fees don’t include additional costs or any other unique or special requirements that are not made known to us at the time of original quote, such as parking fees, false eyelashes, hair accessories, etc.
 - 3.3. Please pay your non-refundable and non-transferable ‘booking fee’ by bank deposit. *The remainder ‘final payment’ is to be paid in cash as a lump sum on the day of your booking.* Individual payments are not accepted. The person who makes the booking is responsible for collecting money from all other persons they have booked in for services. We do not offer credit card facilities.
 - 3.4. Your quote is valid for 7 days from the quotation date and is subject to change.
4. **CANCELLATION POLICY**
 - 4.1. If you cancel your booking, your ‘booking fee’ is non-refundable and non-transferable.
 - 4.2. All cancellations must be made in writing, either by email or mail.
 - 4.3. If you cancel your booking within 3 months (90 days) of your booking date, you must pay the whole balance owing to Melissa Nicole Hair & Makeup. An invoice will be issued accordingly.
5. **CHANGES TO NUMBER OF SERVICES**
 - 5.1. Should the number of faces, heads, or the services you require be reduced within 120 days of your booking, you will still be charged for those services. This is based on a loss suffered by us in reserving the date and times required to fulfill your original booking. It is best to find alternative faces and / or heads.
 - 5.2. Services for the bride must be included when indicating the number of services required, unless agreed prior to booking confirmation
 - 5.3. Any increase to the number of faces, heads, or the services you require is by negotiation only.
6. **SCHEDULE**
 - 6.1. A start and finish time will be provided to you at the time of booking. It is your responsibility to ensure that all people are at the location 15 minutes prior to the start time. If people are late we will do our best to accommodate them but cannot guarantee we will be able to do their hair and makeup.

7. GENERAL DISCLOSURES & HYGIENE

- 7.1. We reserve the right to refuse to provide services to any clients with serious illnesses or conditions that may be contagious. You and those within your booking must disclose any health condition that may be affected by the application of products to your body, hair or face, such as allergies, sensitive skin, or cold sores. Melissa Nicole Hair & Makeup is not liable for any injury or loss arising from a client's undisclosed health condition.
- 7.2. Melissa Nicole Hair & Makeup reserves the right to use your own makeup products or tools.

8. SURCHARGES

- 8.1. A surcharge will apply for early starts prior to 5:30am and earlier and also on Public Holidays.
- 8.2. A surcharge will apply to hair that is extremely long or thick and takes longer than 1 hour to complete hairstyling.
- 8.3. All clients are asked to blowdry hair straight the day prior to their booking. If you are unable to do this yourself, please advise Melissa Nicole prior to the day of the booking and Melissa Nicole will allow time at your booking in which to prep hair. A surcharge will apply accordingly.
- 8.4. The minimum callout fee is \$300.00 plus travel and parking fees. In cases where the booking fee doesn't reach this amount a surcharge will apply.

9. TRAVEL FEES

- 9.1. We charge travel fees for all mobile services. Fees are charged *per artist* at a rate of \$25 for 0-25kms out of the Adelaide CBD and a \$1.00 per kilometer thereafter. If your booking location changes, please advise us immediately. Travel fees will be amended accordingly.

10. OVERNIGHT ACCOMMODATION FEES

- 10.1. Overnight accommodation fees may apply for locations further than 50kms from the Adelaide CBD. Please enquire about this prior to making a booking. Melissa Nicole Hair & Makeup travels to most southern locations without accommodation fees being applied. Locations further north than Gawler may attract overnight accommodation fees.

11. PARKING FEES

- 11.1. Hotel valet parking or car parking fees are payable by the client for artists.

12. SUPPLIER RECOMMENDATIONS

- 12.1. Referrals are based entirely on experience, attitude, talent, skills and knowledge of the suppliers we recommend. Services of 3rd party suppliers are entirely their responsibility and we accept no liability.

13. UNABLE TO ATTEND

- 13.1. In the unlikely event that Melissa Nicole Hair & Makeup is unable to undertake your booking, a substitute hair stylist and /or makeup artist will be supplied, who will be fully briefed on your look and the products required. In the unlikely event that Melissa Nicole Hair & Makeup is unable to provide an artist to fulfill the booking, all money paid (other than the trial fee) shall be refunded.

14. PHOTOGRAPHS / IMAGES

- 14.1. All photographs taken by Melissa Nicole are the property of Melissa Nicole Hair & Makeup and may be used for marketing purposes on websites, social media, and in print.
- 14.2. In the event that you hire a professional photographer, you kindly agree to credit Melissa Nicole Hair & Makeup where appropriate. Melissa Nicole will credit any photographer's work where known.

15. TERMS AND CONDITIONS

- 15.1. The above-mentioned terms and conditions may change at any time. You may request the most up to date version of terms and conditions from Melissa Nicole Hair & Makeup.

16. PRICE LIST

16.1. The price list may change without notice.

17. PRIVACY & CONFIDENTIALITY

17.1. Your personal details remain confidential and will not be disclosed to a third party, before, during or after your booking without your consent.