



Terms & Conditions

General COVID-19 Policy

- ❖ If your wedding needs to be postponed due to government enforced lockdowns, and the consequent shutdown of weddings, your deposit can be transferred to another date, **once** only. This does not include change of mind due to life changes, uncertainty or border closures etc.
- ❖ If your wedding date needs to be moved a second time, a new non-refundable deposit will need to be paid to secure the new date. My prices do increase slightly every year, so a new quote at the new price will be sent if this is the case.
- ❖ If I am not available for your new date or your wedding is cancelled completely, your deposit can be used for other hair or makeup services on another date to be used within 12 months from the original booking date.
- ❖ If you or a member of your bridal or event party are sick on the day with any COVID related symptoms (dry cough, fever etc) or are awaiting the results of a test, you are obligated to inform me the artist will be unable to perform the service and full payment will still be required. This is to ensure both the artists safety and also other clients in the chair on that day.
- ❖ If anyone in your group who was booked in is unavailable to get their hair/makeup done on the day due to being sick, in isolation or stuck in hotel quarantine, their booking can be filled by another person.

COVID-19 Policy - On the day

- ❖ Full name and phone number of every client on the day will be required for contact tracing. This will be kept in an excel spreadsheet.
- ❖ We need to maintain 4 square metres per person strictly on the day.
- ❖ A large area will need to be allocated for hair and makeup. This may mean reserving the dining table for hair and makeup and food and drinks will need to be set up and consumed in another room.
- ❖ For hotel preparation, two rooms may need to be booked- one for the hairstylist and one for the makeup artist.
- ❖ Only the one person who is getting their hair or makeup done can be within the hair and makeup space at any one time.
- ❖ Only the artist can touch products and equipment at the hair and makeup station.
- ❖ Artist to wear a mask whilst working.
- ❖ The artist and each client will need to thoroughly wash their hands for 20 seconds with soap then rinse before getting into the makeup chair. The artist will also do this between each client. Clients must not place personal items (phone, keys and coffee/tea cups or food) in the designated hair and makeup area.
- ❖ 10 minutes will be taken between each client to sanitise the work bench with disinfectant, remove and place used brushes into a labelled bag and set up with cleaned tools and clean brushes for the next client.
- ❖ Artists must have access to running water.
- ❖ Disposables will always be used when needed and products will be decanted from their original packaging accordingly.
- ❖ Sneezing or coughing must be done into the elbow or a tissue followed by immediate discarding of the tissue and thorough hand washing.
- ❖ If a client arrives unwell, the hair & makeup artist reserves the right to refuse service for their own safety and wellbeing.

Payments & Fees

- ❖ A non-refundable and non-transferable booking deposit is required to secure your event date. This will be deducted from the total owing for the event date.
- ❖ The booking will not be secured until a booking deposit is paid. In some cases the booking deposit may need to be paid before the trial to ensure your date is secured.
- ❖ Final payment is due no later than 14 days prior to your event via EFT or cash on the day. If you are paying via EFT, this payment must be cleared in the account or a transfer receipt emailed before the date of service. **If this does not happen, we assume you no longer require the services of the artist.**



- ❖ Cost includes time, expertise, and travel with a 15km return radius of 3165. Travel outside this area is calculated accordingly to cover petrol, tolls and time.
- ❖ Starts 630am and prior will attract an early morning fee of \$50.00 per half an hour, per artist.
- ❖ Booking dates for Public Holidays or their associated weekend, including the Melbourne Cup, incurs a \$100 surcharge per artist booked.
- ❖ No bookings will be accepted for Christmas day or New Years Day. Bookings surrounding other holidays will be at the Artists discretion.
- ❖ On location touch-up costs are \$150.00 per hour with a min. call out of 2 hours. Details of touch-ups must be agreed upon before the day of your event.
- ❖ It is the client's responsibility to provide/arrange parking on the day for each Artist. Parking costs must be covered on the day.

Trials

- ❖ Trials are scheduled at Artists discretion pending their availability. Weekend and event availability cannot be guaranteed.
- ❖ After the trial, if you intend to book the Artist for your event, a written confirmation must be received within 24 hours. A deposit/transfer receipt must then be received within 48 hours of the trial. After this time, the date is released to other clients.
- ❖ All trials take place at Bentleigh East VIC studio location.
- ❖ Trials must be paid cash on the day. Please have the exact amount, as we do not carry change.
- ❖ Trials are 90 minutes for hair OR makeup and up-to 180 minutes for both hair AND makeup.
- ❖ **Please be punctual for your trial. If you are more than 30 minutes late, you will be required to reschedule.**
- ❖ If 24 hours (or more) notice is given, trial times are transferable. If less than this time is given, 50% of the trial is payable to cover lost work.
- ❖ Any trials exceeding the allocated appointment time will be charged at an hourly rate of \$100.00 p/h. (Min. 1 hour).
- ❖ Trials are limited to 1 hair and 1 makeup style per appointment. If you decide to trial another look, this will need to be scheduled in for another time.
- ❖ During peak times, full payment for the trial prior to the appointment may be required.
- ❖ Please do not bring more than ONE person with you to your trial. If you intend on bringing 1 guest, please advise the Artist. *If more than 1 guest is brought along to the trial, they will be asked to leave and return once we are finished.*
- ❖ If you choose not to have a trial, whilst all care will be taken, the Artist will not be responsible nor liable in anyway way if you are dissatisfied with any aspect of the service on, or after your wedding day.
- ❖ Please be open-minded and take advice from us as professional Hair and Makeup artists.
- ❖ Hair & Makeup will be applied in a way to ensure maximum longevity. You will be educated on how to maintain your Hair & make-up to ensure it lasts, but some factors (such as high humidity and oily skin) can affect make-up and its longevity. It is your responsibility to follow the instructions of the Artist.

Cancellations & Changes

- ❖ Change of date is at the artists discretion and subject to artist availability.
- ❖ Any reductions in the booked number of people for your event will still need to be paid for in full, if less than 16 weeks notice is given.
- ❖ If your booking is made with less than four weeks to the event date, full payment will be required at the time of booking.
- ❖ Please notify the artist of any location changes as soon as possible. This may change your quote due to travel fees, early start etc. A revised quote will be sent in this case.
- ❖ **Please be punctual for all appointments. Late fees are payable at a rate of \$1 per minute.**
- ❖ If 24 hours notice is given, trial times are transferable. If less than this time is given, 50% of the trial is payable to cover lost work.



- ❖ If you are more than 30 minutes late to your trial appointment, it will need to be rescheduled.
- ❖ On the day of your event or trial, if there are any unpredictable delays out of the Artists control, you agree the Artist will not be held responsible for going overtime or being unable to complete all hair and makeups in the time remaining.
- ❖ Kate McCleary Hair & Makeup Artistry and all staff members have the right to cancel your booking and refund the booking deposit in the unlikely event the client has unrealistic expectations, is unreasonable or rude. This is providing we have exhausted all remedies and done our professional best to accommodate the client.

Allergies & Illness

- ❖ All brushes, tools and products are sanitised and only professional and high quality brands are used. Any allergies to products or ingredients must be put in writing to the artist at the time of booking. All care but no responsibility will be taken for any allergic reactions and a trial prior to the event is required.
- ❖ If you are sick or contagious on the day of your trial, you are obligated to inform the artist and reschedule with as much notice as possible.
- ❖ If the artist is sick or contagious on the day of your trial, you will be called to reschedule to prevent you getting sick.
- ❖ If you are sick on the day of the event, you are obligated to notify the artist so all precautions can be taken.
- ❖ If anyone in your bridal party including yourself has a serious and/or contagious illness/condition on the day of the event, it is the Artists right to no longer take the booking due to contamination and infection risk. This includes but is not limited to COVID-19, conjunctivitis, cold sores, cold, flu, measles, mumps, chicken pox, shingles, open cuts/sores, ringworm/fungal infections (above the chest).
- ❖ In the unlikely event that the artist is extremely sick, hospitalised or unable to work on your wedding/event due to extreme, unforeseen tragic circumstances, we will endeavour to organise another artist with an equivalent skill level.

Miscellaneous

- ❖ Quotes are valid for 7 days from date of issue.
- ❖ Prices are subject to change at any time without notice.
- ❖ A table, adequate lighting and access to power in a safe, dry and undercover area is required for us at your venue.
- ❖ You will be given instructions on Hair & Make-up preparation leading up to the event. If this advice is not followed and any extra work is required, additional costs may be charged (e.g. if hair is still wet and a full blow dry is required).
- ❖ Hair & Makeup will be applied in a way to ensure maximum longevity. You will be educated on how to maintain your Hair & make-up to ensure it lasts, but some factors (such as high humidity and oily skin) can affect make-up and its longevity. It is your responsibility to follow the instructions of the Artist.

By paying a booking deposit you are confirming that you have read and understood the information provided, and that you agree to the terms and conditions outlined above.

You understand that once you pay the booking deposit you are legally bound by this contract.