

**Reveal Hair & Makeup**  
**Terms & Conditions**  
[www.revealhairmakeup.com.au](http://www.revealhairmakeup.com.au)

*Please ensure that you have read and agreed to all of the Terms and Conditions below before confirming your booking.  
Payment of the Deposit or confirmation in writing (inc via email) constitutes your acceptance of all Terms and Conditions.*

*REVEAL: HAIR & MAKEUP represents all stylists working on behalf of Reveal: Hair & Makeup*

*THE CLIENT represents the person responsible for booking.*

**Confirmation**

A booking is deemed confirmed:

- i. if a deposit is paid.
- ii. the client has indicated a desire to book in writing or verbally providing an address for the services, whether a deposit is waived, accepted or not.
- iii. if a trial date is agreed upon.

Once a booking is confirmed, the following terms and conditions apply.

**Commercial Service Charges**

1. Charges for commercial services are based on a half hourly rate of \$40, or part thereof. E.g. 1 hour and 15 minutes would be \$120.
2. Unless otherwise indicated, commercial services will be based on a minimum of 2 hours per stylist.
3. Services will be charged on a per-stylist basis.
4. Travel fees may apply, however will be quoted for separately.
5. Any parking fees will be charged back to the client.

**Fees & Charges**

1. All prices quoted via email or phone are to be used as a guide until a trial has been conducted. Final prices will be provided in writing after that.
2. Prices for curled or 'updo' hairstyles DO NOT include a blow-dry. Hair must be completely dry upon arrival or you will be charged the full price of a blow-dry in addition to your style.
3. A surcharge may be added for services starting at 6.30am or earlier.
4. Travel fees may apply and will be charged per stylist.
5. The Client is responsible for providing parking and paying all parking related expenses. Any parking charges incurred will be charged back to the client on the day. \* As a guide parking fees in Melbourne CBD range from \$15.00 flat rate on weekends to \$20+ per hour Mon-Fri.
6. Public parking must be accessible within a reasonable distance from the hotel (as a guide 'within 200mtrs'). We carry heavy and cumbersome equipment.

**Reveal Hair & Makeup**  
**Terms & Conditions**  
[www.revealhairmakeup.com.au](http://www.revealhairmakeup.com.au)

**Payments**

Reveal Hair & Makeup:

- a. Does not accept Credit Cards on the day, however Paypal is available prior.
- b. Accepts personal cheques if received a minimum of 10 days prior to the day of service.
- c. Accepts EFT or Paypal (2.4% fee applies) if conducted at least 3 days prior to the day of service.
- d. Accepts cash on the day of a trial and the event.

**Deposits**

A minimum of \$25 (or as indicated on your invoice) will be requested to reserve a booking. A deposit is completely non-refundable\*. Deposits can be paid via Cash or Bank Transfer.

**Cancellations**

All cancellations **must be made in writing** (letter, email, text message accepted) by THE CLIENT only to Reveal: Hair & Makeup.

Where a deposit has been paid: if THE CLIENT cancels the Trial or cancels the Wedding Day Booking without having a Trial, the Deposit becomes a cancellation fee and is non-refundable.

\*In the event a Deposit is paid to lock in a date, the Deposit has a 48 hour cool off period after THE CLIENT'S Trial after which the Deposit is non-refundable.

If the client cancels a booking without a trial the deposit is non-refundable.

In the event that THE CLIENT cancels the services of Reveal: Hair & Makeup for event hair and/or makeup, 6 weeks or more, prior to the event taking place, Reveal Hair & Makeup agrees to refund any additional monies paid beyond the deposit except for Trial fees, Product orders or any other related expenditures such as parking fees or other out of pocket expences.

In the event that THE CLIENT cancels the services for event hair and makeup, 6 weeks or less prior to the event taking place, the deposit will be forfeited and a 20% of Balance Cancellation Fee will be paid by THE CLIENT to Reveal: Hair & Makeup.

**Trial Confirmation**

Trial appointments are not confirmed until 24 hours prior. Trial appointments must remain flexible to accommodate event day bookings.

Trial 'specials' fees are available to limited numbers, apply to trials conducted by Kylie Osborne only, are within 10km of Heathmont and begin between 10 and 12 on weekdays (school days only) – does not apply to school & public holidays.

**Refunds**

Reveal: Hair & Makeup does not offer refunds for any completed services; therefore if you are in any way dissatisfied, the onus is on the client to notify the stylist whilst they are on location. All discussions regarding refunds/discounts will be entered into on a case-by-case basis.

**Reveal Hair & Makeup**  
**Terms & Conditions**  
[www.revealhairmakeup.com.au](http://www.revealhairmakeup.com.au)

**Additional people**

Extra hair and makeup bookings made on the event day are welcome, however will be agreed to at the discretion of the Stylist depending on factors such as time available, agreement to extra costs outside paid package etc. Our stylists will do their utmost to cater for additional people on the day.

**Working Environment**

You commit to providing us with a hygienic and smoke-free environment in which to work: whether this be your home, hotel room or other venue. You agree that a stylist/s may choose to leave prior to services being rendered if a hygienic and smoke-free environment is not available, however you will still be charged the invoice total.

**Start Times**

We do our utmost to arrive & finish at the times indicated and agreed. You agree to ensure that you and your party are available when we arrive & throughout our booking time. If your party is not available you understand that we may have to leave at the designated finish time before completing the full invoiced service on which you will be charged.

**Stylist Availability**

Reveal: Hair & Makeup has a team of stylists available and any one of the stylists will be allocated to an individual booking. Reveal: Hair & Makeup do their utmost to ensure that the stylist booked and that completed a trial will be the stylist on the event date. Unfortunately circumstances may result in this not being possible, such an illness or accident. Reveal: Hair & Makeup will make every attempt to ensure another stylist from our team, or possibly outside of our team, will be there on the day.

**Personal Details**

By agreeing to this booking you also agree to allow Reveal: Hair & Makeup to lodge your email address with the Australian Bridal Industry Academy (ABIA). ABIA will then contact you directly to provide a rating for us. An ABIA rating is an essential element in successful business in this industry and they require a minimum score for us to be members. If you are unhappy with our service it would be appreciated if you could contact us directly and not score us poorly in this rating.

**Images**

To assist with future hairstyles and for promotional purposes, Reveal: Hair & Makeup often take photos prior, during and following our work being completed or provided by the client. These photographs may be used for public display (e.g. website, business pages, business cards etc). If you are uncomfortable with this and wish for your images not to be used, please advise the stylist ahead of time, otherwise it is presumed that you agree to her using your images as we see fit.

**Our Stylists**

The stylists associated with Reveal: Hair & Makeup do so on a sub-contractor arrangement. Each stylist has a long relationship with the business, however they are solely responsible for their own equipment, insurances and service. All contact with the sub-contractors will be managed through Reveal: Hair & Makeup. Each sub-contractor has her own ABN which can be provided to you on request. You will be provided with the name of the stylist attending your event at the time of booking. The stylist's details and experience can be found on our website.