



## MOBILE MAKE-OVERS AUSTRALIA TERMS & CONDITIONS

Welcome to Mobile Make-Overs Australia (ABN 86 734 357 729) (MMOA). Thank you for choosing us to be your glam team for your Event. By engaging MMOA you accept the following Terms and Conditions, together with any quote provided by MMOA for services provided to you. By paying a Booking Fee/Deposit you are deemed to have accepted these terms. If you have any questions, please do not hesitate to contact us.

### BOOKINGS

Event bookings are reserved for up to 2 weeks from your initial enquiry during which a Trial Booking Fee/Deposit of \$120.00 must be paid by you to secure your Event date until your Trial. If no Trial Booking Fee/Deposit is paid within 2 weeks, your Event Date booking may be cancelled. The Trial Booking Fee/Deposit is non-refundable but is fully redeemable towards the cost of your Trial.

MMOA will provide you with a Quote for your Event (**Event Total**). A Deposit of 40% of the total Event Total must be paid within 2 weeks following the Trial date to secure the Event date. If the Deposit is not paid within this time the Event booking may be cancelled unless otherwise agreed in writing by MMOA. If you do not require our services, please respectfully let us know at your earliest convenience so we can open that date up for other clients.

### TRIALS

Trials are not compulsory but are highly recommended. Trials must be booked within at least 6 months prior to your Event, unless agreed in writing. Trials enable us to design the perfect look, save time on the booking day and ensure there are no allergic reactions from products.

You must give honest and respectful feedback during your Trial as this allows your Stylist to change things up if necessary. If you are not happy with the initial Trial, MMOA will offer you one complimentary Trial with another MMOA Stylist at no extra cost, if available.

### PRODUCTS

MMOA selects only the highest quality products to ensure the best results and to allow for different skin types and possible sensitivities. Our products are specifically designed for long, comfortable wear and suitable for photographic purposes. It is your responsibility to inform your stylist of any known allergies and sensitivities prior to commencement of service to ensure correct selection of products. MMOA does not take any responsibility for any allergic reactions, or infections which may occur. If you develop any contagious infections which will result in us not being able to perform services without endangering ourselves, other clients, or contaminating our tools and products, we may have to cancel the provision of our services without a refund. It is your responsibility to inform us prior to service if you have any issues which may hinder or endanger others if service is performed.” Information on product ingredients and brand details will be provided upon request.

### PAYMENT

Payment of any balance owing for your Trial must be made either in cash at the Trial, or paid via direct deposit, PayPal, or credit card a minimum of 3 working days before the Trial date. PayWave facilities are not currently available. All electronic funds transfers must be labeled with the client's **first name and the event date**, or **invoice number** to identify the payment. If we cannot identify the payment, it cannot be matched to your Event.



Travel fees are waived for locations within 10kms of Adelaide's CBD. You are responsible for any extra valet/parking costs if applicable. Any applicable travel fee will be included in the Event Total quote.

The Event Total is based on details given by you and is subject to change if details change. Quotes are valid for 30 days unless confirmed by payment of a Booking Fee/Deposit. If details changed by you after the Booking Fee/Deposit is paid, any changes to the Event Total will be added or taken off the end balance. If the time change is major, MMOA will do everything practicable to accommodate, but if we cannot adequately service the new booking time, please refer to our Refund Policy below.

Payment of all other balances are due at least 14 days before your Event otherwise the Booking may be vacated and any deposit paid forfeited.

### **CANCELLATIONS AND REFUNDS**

Given the nature of our industry, bookings that are cancelled, or transferred at short notice (2-4months before event date) are difficult to replace and as such, cancellation fees are applicable to ensure the viability and sustainability of MMOA. Booking cancellations made within 1 month/4weeks of event date are not entitled to a refund.

Trial Booking Fees/Deposits are non-refundable but are fully redeemable towards the cost of your Trial. Refunds are not provided for Trials.

Event Date Booking Fees/Deposits are 40% of the Event Total and confirm the Event Date. This is due 2 weeks after the Trial date and is Non-refundable. The Event Date balance is due 2 weeks before the Event Date and once paid is non-refundable."

An Event date may only be rescheduled once and must be booked within a 12-month period of the original Event date. A Transfer fee of 10% of the total Event Total is applicable for any rescheduled Events.

Trials and Events that are rescheduled due to State or National Covid-19 Restrictions will not incur any transfer fee. If a cancellation occurs, Booking Fees/Deposits are non-refundable. Balances may be put towards future bookings.

By paying a Booking Fee/Deposit you are deemed to have accepted these terms. If you have any questions, please do not hesitate to contact us.

### **PERMISSIONS**

You consent to us using advertising or publicly announcing that we have undertaken work for you, including but not limited to posting images of you and your group (others we have performed services for) on our website and on our social media pages. If any members of your group do not agree to this, you must advise us in writing at least 24 hours prior to your Event.

**Please note:** Due to extensive road closures and traffic restrictions, *Mobile Make-Overs Australia* does not provide Mobile hair or makeup services at locations within the Adelaide CBD on the morning of the Adelaide Christmas Pageant.