

Terms and Conditions – Adeline Louise

1. A 50% deposit is required to secure a booking for your occasion, unless an alternative arrangement in writing has been made by Adeline Louise.
2. We do not accept tentative bookings without a deposit; please do not enquire.
3. The deposit (at time of reception) secures the date, time and the services the invoice states. Any changes, at the discretion of Adeline Louise, may result in cancellation of the job or will incur additional fees.
4. Payment of the trial is required at the end in cash, or an electronic transfer made 5 working days prior.
5. In the event where an artist emergency results in job cancellation, we will ensure a replacement artist at our expense.
6. In the event where an artist emergency happens on the day of your booking, a contact number will be given to you, or available on our website, whom will arrange for replacement artists.
7. Deposits are non-refundable within 3 months of the function date. Prior to that a strictly non-refundable deposit of \$200 exists.
8. Cheques will not be accepted at the trial or end of job day- please do not enquire.
9. Trials are reserved for those clients who are genuinely seeking to make a booking with Adeline Louise Artists.
10. The hourly rate includes set up and packs up time. In summary it is the time the client requires the artist to the time the artist can leave.
11. In the event of international work, insurance is expected to be provided by the client as well as traveling and living away costs.
12. Extra fees may be incurred on the day for example parking or eyelash application not already agreed upon.
13. We pride ourselves on using the finest products and eyelashes. However if you have supplied another lash product charges will occur for application and in other cases removal. Hence goes for any other products provided by the client.
14. Upon making a booking or paying a deposit the client agrees any injury occurred to their party is of no responsibility to Adeline Louise Artists and hence Adeline Louise Artists will not be implicated in any legal action.

15. Abuse of any kind to Adeline Louise staff is not tolerated and could mean instant job dismissal for the client without a refund.
16. In the rare occasion that a hypersensitivity reaction occurs, please understand that multiple pathological causes exist thus Adeline Louise Artists will not be held accountable for medical damages.
17. Trial time includes one full makeup application with minor changes, at the discretion of Adeline Louise Artists. If the client requires additional makeup applications there could be extra costs incurred, for example price per look or hourly fee.
18. Our exclusive artist service applies to the whole bridal party (bridesmaids and bride) in order uphold our reputation. Please do not enquire for bride only or bridesmaid only makeup or hair.
19. In the event that the client party need redoing or retouched when it is not our own work, this will be charged for at our discretion.
20. As we are busy just like our clients please understand that there will be instances where we could run over time from another client and therefore late for you. In these cases we will ensure job completion at our expense for client satisfaction.
21. In the instance where our clients run late, we will be compassionate, but also understand that depending on the time we need to attend to other booked appointments in a reasonable time schedule.
22. In the event that fewer services are required on the day then previously booked, there will no refund and the balance will remain.
23. A trial is recommended if you are particular about the look you are after, to avoid additional costs on the day. This includes bridesmaids and mothers.
24. In all cases these decisions at the discretion of Adeline Louise and we will strive to ensure complete professionalism and client satisfaction.