

Makeup Maestro • Wedding

36A SAGO STREET SINGAPORE 059027

Terms and Conditions

Please review the following terms and conditions before confirming your booking. By confirming the booking of our services, you are deemed to have acknowledged and accepted the terms and conditions.

BOOKING ARRANGEMENT & FINAL PAYMENT

To confirm your booking, a non-refundable/transferrable deposit of 50% of the total service fee (including applicable surcharges) has to be made within 2 calendar days of the receipt of these terms and conditions. Your requested dates and timing will only be reserved once the deposit has been received by us.

All balance payment has to be made 3 calendar days before the service date.

FINALISATION OF SERVICE TIMING

If you are unable to confirm the exact timing for your service upon booking, you may provide your indicative timing and we will allocate a time window for you. You may request for an adjustment in your service timing within this time window, closer to the date of your service. This adjustment is however subject to the availability of your artist, so we recommend that you finalise your service timing with us as early as you could.

CANCELLATIONS

No refunds, either in part or full, will be made if you wish to cancel, change (including artist, and time and date of service) or downgrade your booking after payment is received.

All packages booked with us are not transferable.

Any upgrades or add-on services are subject to the artist's availability.

Makeup Maestro • Wedding

36 A SAGO STREET SINGAPORE 059027

Terms and Conditions

USE OF IMAGES AND VIDEOS

Unless expressly stated by the client in writing, Makeup Maestro reserves the right to use images and videos resulting from this assignment as Makeup Maestro's portfolio works.

SENSITIVITIES & ALLERGIES

All brushes and makeup products are disinfected before every service. Please inform our artist if you have pre-existing skin conditions, sensitivities and/or allergies. We will do our best to avoid using any products or ingredients that have been highlighted by you. If you feel most comfortable with your own products, please bring them along for each service. As there are many reasons to an allergic reaction, Makeup Maestro cannot be held liable if any allergies arise after the service session.

LIMIT OF LIABILITY

If the artist is injured, ill or unable to perform her duties due to Government regulations, Makeup Maestro will provide a replacement artist for your booking. While we will endeavour to assign a replacement artist of equivalent skill level, we reserve the discretion to provide an artist based on availability. The package price will not be adjusted in such cases.

In the unlikely event of an unforeseen situation that leads to the artist being absent for your booking, Makeup Maestro's liability is limited to a refund of the payments received.

SATISFACTION CLAUSE

As beauty can be subjective, once the service (including trial sessions) has been consumed, any request for refund due to a dissatisfaction arising from a discrepancy between the expected and the final outcome will not be allowed.

Makeup Maestro • Wedding

36A SAGO STREET SINGAPORE 059027

Terms and Conditions

COVID-19 DISCLAIMER

Makeup Maestro will offer a one-time complimentary postponement of affected services to a new date (within 12 months from the original date) in the event of the following –

- Client is COVID-19 positive on service date; or
- Restrictions by the Government disallowing wedding activities to proceed.

1a) If your artist is unavailable on the new date, you may choose another artist from the same tier at no additional cost, subject to the availability of the new artist. Alternatively, you may top up \$200 to engage an artist from a higher tier. No refunds will be made should you choose an artist from a lower tier.

1b) Under the case highlighted in point (1a), if the trial had been performed by the original artist, a mandatory top-up at a special rate of \$180 (usual price \$300) is required for you to undergo a second trial with the new artist. This is both as a nominal remuneration to the original artist for her work on your trial as well as to ensure that your requirements and preferences are fully understood by the new artist ahead of your Big Day.

This complimentary postponement is subject to the availability of our artists. We recommend that you check with us for our artists' availability on the new date before proceeding with the changes at your end. We are unable to offer a refund if you had gone ahead with changes without prior checks with us and no suitable artist is available on your new date.

Maestro Group reserves the right to make amendments to any of the above terms & conditions.