



TERMS AND CONDITIONS

For all appointments, a non-refundable booking fee of **\$25 per person*** is required to secure the date and price. Until the booking fee has been received, the date you have requested will still be available to other clients. The booking fee is deducted from the final invoice. **The remaining balance must be paid 7 days prior to the appointment** to ensure it has cleared by the appointment date. Failure to make the final payment within this time without communication with Lulu Beauty Sunshine Coast, may result in the cancellation of your booking. Prices are subject to change unless your booking fee has been paid.

Any form of cancellation is **non-refundable**, however may be transferable subject to availability.

Bookings minimum appointment value (not including trials):**

- Monday, Tuesday and Wednesday- \$350
- Thursday and Friday- \$450
- Saturday - \$550
- Sunday's and Public Holidays - \$550 (+15%)

Clients who have secured a booking date but also want a trial, will be invoiced accordingly. This must be paid in full 48 hours prior to the trial appointment. All service prices remain the same.

To ensure we are following Covid-19 safe practices, masks will be worn by stylists if it is required by law. If you are showing flu like symptoms prior to the appointment, A COVID test must be conducted on the day with a negative result to protect each other and our families.

If you or any persons in your group booking have allergies or sensitivities, it is your responsibility to inform us prior to the appointment date.

It is your responsibility to provide safe on-site parking for our stylists*

Please prepare hair and/or skin according to the stylist's instructions which will be discussed prior to the appointment. Failure to follow these instructions may result in products underperforming and therefore work is not guaranteed.

For group bookings, to ensure your day runs as smooth and stress free as possible, we ask that everyone using our services are present and ready to go according to our 'Beauty Instructions' (see below). Please advise us well in advance if certain people require to be ready earlier and we will prioritise them. Any changes to your booking must be made at least 14 days prior. Depending on the timeline, we may be able to provide additional services, however if there are less than the original booking, the booking amount still stands and is payable to Lulu Beauty Sunshine Coast.

To help promote our service, we would appreciate the opportunity to take photographs/videos on the day and use any professional photos at your discretion. If you do not agree to this, please let us know as soon as possible.

****Additional fees:**

- Parking fees if applicable
- Travel fees will incur if location is outside a 10km radius of Maleny. Fees are calculated according to distance and fuel prices. This will be added onto the final invoice.
- As prices are calculated based off the information you provide, if additional services are required a further invoice will be sent after the appointment (Eg. Change of mind in hair style)

By paying the booking fee, you agree to Lulu Beauty- Sunshine Coast's Terms and Conditions.

BEAUTY PREPARATION

Please take a moment to read our instructions to prepare your skin and/or hair for our appointment. If you're booking on behalf of a group, please ensure everyone is given a copy of these instructions.

Please wear loose clothing, button up shirt or a robe to our appointment to avoid damaging the hair or makeup when getting changed.

Makeup:

Leading up to your appointment, please maintain your regular skin routine and avoid making any changes to products for skincare and makeup.

Facials are not recommended in the two weeks leading up to our appointment. Eyebrow treatments are recommended at least 5 days prior.

If you are planning on doing a fake tan, it is best to apply it two days before. **DO NOT** fake tan if you haven't had one before as people can have varying reactions, plus you need to make sure the colour and shade is right for you.

Please gently exfoliate your skin the night before our appointment either using a gentle exfoliant or face cloth to help remove any dry patches of skin. To get some hydration back into the face, moisturise your skin liberally before you go to bed. In the morning, wash your face with cold water, brush your teeth and moisturise.

Hair:

To get the best results for your hair, have it trimmed at least a week before. To prepare your hair for our appointment, ensure it is washed the day before and is as smooth as possible. See picture below.

If your hair tends to go 'frizzy', it is important that you straighten it or give it a blow dry to tame it as much as possible before our stylists arrive. For curly hair, make sure it is well hydrated with nourishing hair conditioners.

Failure to follow these instructions will result in more time required to do your hair and therefore more costs will apply.



Please don't hesitate to contact me if you have any questions.

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