

# Terms & Conditions

At **Katherine Art Makeup**, we aim to provide a smooth and transparent experience for every client. By placing a booking or making a purchase through our website, you agree to the terms outlined below.

## Bookings & Appointments

- All makeup and hairstyling bookings must be secured with a deposit.
- You will receive an invoice containing a secure payment link to complete your deposit.
  - Your booking is not confirmed until the deposit has been paid.
- Appointment times must be followed to ensure a seamless experience for all clients.
- Late arrivals may reduce service time or require rescheduling, depending on availability.

## Deposits

A deposit is required for **all bookings**.

The deposit becomes **non-refundable** if the appointment is cancelled **less than 7 days** before the scheduled date.

If rescheduling is needed, it may be accommodated depending on availability, but the deposit remains non-refundable if the request is made within the 7-day cancellation window.

## Cancellations & Changes

- Deposits are non-refundable within 7 days of the appointment.
- Rescheduling is subject to availability and may require a new deposit if insufficient notice is given.
- Bridal bookings changed within 30 days of the event may incur an adjustment fee.

## Products & Digital Goods

- Cosmetics and digital products are final sale and cannot be returned due to hygiene and licensing reasons.
- If you experience issues accessing digital products or online courses, please contact [hello@katherineart.com.au](mailto:hello@katherineart.com.au) for support.

## Pricing

- Prices listed on the website are subject to change without notice.
- Quotes are valid for 7 days unless otherwise specified.
- Travel fees apply to mobile servicing locations.

## Liability

All services are performed with professional care and high-quality products.  
Katherine Art is not responsible for allergic reactions or sensitivities.  
Clients are responsible for informing us of any allergies or skin conditions prior to their appointment.

## Contact

For questions, adjustments or support, please email:  
[hello@katherineart.com.au](mailto:hello@katherineart.com.au)