Service Terms and Conditions

- I understand and agree to pay the **non-refundable** down payment to secure the appointment(s) before the **expiry date.**
- I have read the **SERVICE POLICY / Service terms & conditions**
- I agree to pay the remaining balance of the service as listed in this contract **on or before my wedding/party/event day**.
- For bookings via **marketplace**, I agree to follow their own terms & conditions stated regarding payment terms, rescheduling, and other T&C.
- I understand and will **comply** with all policies as attached to this contract.
- I understand that no refunds will be given for members of the wedding/party/event who **miss their appointments** on the day of the wedding.
- I also understand that **I am responsible for balances** from any members of my party who fail to provide payment.
- In case of cancellation/service denial by the makeup artist (kindly refer to the **SERVICE POLICY**, funds will be fully refundable for the respective denied client.
- In case of any force majeure, wedding cancellation, or the service provider being ill, there are options to be discussed:
    1. In case of wedding cancellation, 50% of total deposit will be returned.
    2. In case of MUA being ill (contagious/bed-ridden), a substitute MUA will take over, or 50% of total deposit will be returned.
    3. In case of force majeure (accidents, natural disasters, etc), both parties will discuss an arrangement as a fair solution to both sides.

Service Policy

Nikki Liem MUA and team are obliged to:

- Provide clients with the best service as promised.
- Ensure that the tools and products used are in good quality, safe, and hygienic.
- Ensure that herself and her team is safe from any contagious disease.

- Ensure that the clients are safe from any contagious disease.

Clients of Nikki Liem MUA and team are obliged to:

- Provide sufficient space for makeup and hairdo services, including a table/desk and chairs.
- Provide sufficient buffer time before the service starts for at least 20 minutes to set up the work space, and 15 minutes after for packing up.
- Provide correct details of the event and venue.
- Provide details of the clients.
- Provide details of the schedules/rundowns.
- Allocate 5-10 minutes of their time slot to allow Nikki Liem MUA and her team to take pictures of the end result.
- Communicate all T&C to Wedding Organiser and make sure WO team communicates with Nikki Liem MUA and team.
- Pay attention to these prior to service:
    - ensure their health from any contagious disease.
    - communicate any requests.
    - avoid sunburn in any part of their face.
    - avoid any facial treatment such as lasers, peeling, using doctor's skin care, etc minimum 7 days before service.
    - avoid any food that causes skin allergies, if any.