2026

The Full Terms & Conditions.

TERMS & CONDITIONS – Alex Bronwyn MUA
Effective as of 2016.

Thank you for choosing Alex Bronwyn MUA. Committed to delivering a high standard of makeup artistry in a safe, respectful, and personalised environment. By securing a booking and paying a deposit, you acknowledge and accept the following Terms and Conditions.

1. Client Confidentiality

All personal and sensitive information provided to Alex Bronwyn MUA is treated with strict confidentiality and will not be disclosed to third parties without your explicit consent.

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2. Appointment Bookings
• A 50% non-refundable deposit is required to confirm and secure your appointment.
• Upon confirmation, you will receive a message from a no-reply number.
• A reminder will be sent 72 hours (3 days) prior to your booking, which will include the appointment address.
• For any changes, please contact Alex directly via DM or text at 0449 669 802.

Please note: Alex is a mother to two young children and must arrange appropriate care in order to provide your service. This is factored into availability and booking conditions.

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3. Online Payments & Card Security

When paying for your appointment online via our website, you may be given the option to securely save your card details for future convenience.
• Your payment information is encrypted and securely stored via a certified third-party payment gateway.
• Alex Bronwyn MUA does not have access to or store full card details.
• All transactions and stored information are managed in accordance with PCI-DSS compliance standards.
• Saving your card is optional, and you may remove it at any time.

Your privacy and payment security are a top priority, and we take all reasonable measures to ensure your information remains safe and confidential.

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4. Cancellations & Rescheduling

We understand that plans change. However, to be fair to all clients and due to the childcare commitments involved in making each appointment possible, the following cancellation policy applies:

Standard Bookings:
• Cancellations/rescheduling require a minimum of 24 hours' notice.
• Cancellations within 24 hours or no-shows will result in forfeiture of the 50% deposit.
• Appointments booked within 24 hours may be cancelled or changed up to 4 hours before the scheduled time to avoid forfeiture.
• If you are unwell, including symptoms of flu, cold, cold sores, rashes, or conjunctivitis, please reschedule.
• Deposits for appointments cancelled due to illness will be held as **credit** for up to 6 months.

Group Bookings:
• Require 72 hours' notice for cancellation or modifications.
• Any individual who fails to attend without sufficient notice will forfeit their deposit.

Bridal Bookings:
• Require 20 weeks' notice for cancellation or major changes.
• Less than 20 weeks' notice will incur a charge of 50% of the total service amount or forfeiture of the deposit.

5. Running Late or No-Shows
• Clients running 15 minutes or more late may need to have their appointment rescheduled, depending on the day's schedule.
• If no contact is made within 15 minutes of your scheduled appointment, it will be considered a No-Show, and the deposit will be forfeited.

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6. Health & Wellness Policy

Due to having Cystic Fibrosis, Alex must avoid contact with contagious illnesses. Please respect this and the health of other clients:
• If you are unwell, including symptoms of flu, cold, cold sores, rashes, or conjunctivitis, please reschedule.
• Deposits for appointments cancelled due to illness will be held as credit for up to 6 months.
• Should Alex need to cancel your booking due to illness, family emergency, or COVID restrictions, your deposit will also be held as credit for the same service and rescheduled as a priority.

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7. Bridal & Group On-Location Setup Requirements

For services delivered on location, the following setup must be provided:
• Access to natural light (near a window or door).
• A clean surface at least 1m x 1m in size for makeup products.
• A bar stool per MUA is required. If unavailable, Alex can bring one with prior notice.

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8. Invoices & Payments
• Alex Bronwyn MUA and any hair stylist are seperate invoicing.
• If booking both hair and makeup, you will receive and be required to pay separate invoices.
• Invoices are available upon request.

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9. After Your Appointment

. Your feedback is genuinely appreciated! Feel free to include photos of your makeup look—we love to see them. Reviews can be left via **Facebook: @alexbronwynmua OR GOOGLE Review here**.

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10. eBooks, online learning & Digital Products

By purchasing from Alex Bronwyn MUA, you agree to the following:
• All digital downloads (eBooks, guides, resources) are **non-refundable**.
• Copyright remains the exclusive property of **Alex Bronwyn MUA**.
• You are granted a **non-transferable, non-commercial license** for personal use only.
• You may not copy, reproduce, resell or redistribute any part of the product.
• Use of these materials is at your own risk.
• Terms are subject to change without notice. Continued access indicates acceptance of any updates.

11. Social Media, PR & Collaborations

- All PR/collaborations must be agreed upon in writing via email and signed by both parties.
- Any use of Alex's work must include appropriate tagging and product mentions.
- Raw footage remains the intellectual property of Alex Bronwyn MUA.
- Collaboration deliverables are to be completed within 3–6 weeks, unless otherwise arranged.
- If Alex is unable to fulfill an agreement due to illness or emergency, a refund will be issued, and products returned.
- Social media bullying or abuse will not be tolerated. Abusive users will be blocked and reported.
- All PR/collab payments are final and non-refundable.

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12. Limitation of Liability

Alex Bronwyn MUA is not responsible for:

- Any allergic reactions, breakouts, or outcomes following the use of makeup products.
- Loss, damage, or delays resulting from the client's location or set-up conditions.

All tools and products are sanitised between every client as per industry hygiene standards.Alex will always ask for allergy's before starting makeup, you are responsible for advising any allergies if you have them.

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13. Governing Law

These Terms and Conditions are governed by the laws of Australia. Any disputes will be handled in accordance with Australian legislation.

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14. Acknowledgment of Terms

By paying your deposit, booking your appointment, or purchasing any product from Alex Bronwyn MUA, you acknowledge that you have read, understood, and agreed to the terms above.