



[www.lilou.com.au](http://www.lilou.com.au)  
0410 108 526  
[LilouArt.AU@gmail.com](mailto:LilouArt.AU@gmail.com)  
ABN: 82 648 852 643

## **Terms & Conditions**

Lilou Face Painting is a trading name of Lilou Art (ABN 82 648 852 643). All bookings, payments, and correspondence are managed under Lilou Art.

This agreement is made between Lilou Art ("Artist") and the Client ("Client") for the provision of face and body art services. By engaging the Artist's services, the Client agrees to the following terms and conditions:

### **1. Payment**

A non-refundable deposit of \$50 is required to secure a date and time. Payment details will be emailed to the Client within 24 hours of accepting the booking request.

The payment of the deposit is considered as acceptance by the Client of the terms and conditions contained herein.

Full payment must be settled no later than 3 business days before the scheduled event.

For booking less than 3 days before the event, full payment is required upfront to secure the date and time.

All payment must be paid via electronic bank transfer.

### **2. Cancellation & Rescheduling**

All deposits are non-refundable.

If cancellation or rescheduling request is made more than 7 days before the scheduled event, the deposit will be credited to use by the Client within 12 months of the original booking.

If cancellation or rescheduling request is made within 7 days before the scheduled event, the full deposit will be forfeited.

Rescheduling requests are subject to the availability of the Artist for the new preferred time and date.

The Client is entitled to request a rescheduling not more than 1 time per booked event and the new date must be within a 12-month period of the original booked event date.

### **3. Additional fee**

If the Artist is available, the Client may request to extend the booking. Additional time will be charged in 30-minute increments. The Client must pay for the additional time upfront, prior to the commencement of the additional services.

The Client is responsible for paying any parking fees incurred by the Artist.

Travel fees apply to certain locations. The Client will be notified of any additional fees upon booking, before the deposit due date.

A 10% surcharge applies to all bookings scheduled on Public Holidays.

### **4. Setup and facilities**

The Artist will arrive 15 minutes before the booked time to set up.

The Client is responsible for providing bathroom facilities with running water and a minimum painting space of 2m x 2m.

The Client should ensure adequate lighting and at least two chairs are available. If it is necessary for the Artist to provide their own chairs, the Client must provide at least 24 hours notice.

The Client must notify the Artist if the event will be held outdoors.

For outdoor events, the Client must provide a covered area. In extreme weather conditions (wind, rain, cold or heat), the Artist may need to cease services, and no refund will be issued. The Client should arrange an alternative indoor location as a backup plan.

Venue:



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- a) Private properties - It is the Clients responsibility to provide a covered/shaded area outdoors or a space inside away from rugs/carpets.
- b) Commercial venues - It is the Clients responsibility to check if the venue is happy to have a Face/Body Artist on site. No refunds will be issued if the Clients fails to inform the venue.
- c) Public spaces (eg Parks and Playgrounds) - It is the Clients responsibility to provide a covered/shaded area.

## 5. Time estimates

**Birthday Parties and Small Private Events:** The Artist can paint approximately 8 faces per hour depending on the detail of the chosen design. Minimum booking: 1.5 hours.

**Business/Corporate Events, Community Celebrations and Festivals:** The Artist can paint approximately 12 faces per hour with a set menu of simplified designs. Minimum booking: 2 hours.

**Individual Face or Body Painting (including Baby Bump painting):** Time required will vary depending on the intricacy of the design chosen. Minimum booking: 1 hour.

## 6. End of services

It is the Client's responsibility to manage the queue and ensure everyone who wants to be painted is ready. The Client is responsible for ensuring that no guests request painting after the booked time. Sufficient time should be booked to paint all guests.

## 7. Allergy reaction

The Artist uses non-toxic, cosmetic grade, dermatologically safe, high quality paints to ensure customer safety.

The Artist is not liable for allergic reactions to paints. People with skin allergies or sensitive skin should either not participate or have the Artist perform a patch test at the beginning of the event.

It is the responsibility of the Client, and the guardians of children being painted to be aware of ingredients they may be sensitive to.

In case of an allergic reaction, the paint should be removed immediately using water and a soft cloth.

## 8. Limitation of liability

The Artist has Public Liability Insurance. Proof of insurance is available upon request.

The Artist will not be responsible for supervising children. It is the Client's responsibility to provide adequate supervision at all times.

The Artist is not responsible for any adverse effects that may impact the face painting once the child or Client leaves the Artist's chair. These can include, but are not limited to sweat, water exposure, touching the face, drinking and eating, adding or removing clothing.

While the Artist will take precautions, the Artist is not responsible for any damage caused by paint or glitter rubbing off onto clothes, furniture, or any other property.

The Artist will not paint anyone who is, or appears to be sick, suffering from cold, flu or Covid symptoms, cold sores, conjunctivitis, ringworm, sunburn, eczema, any infectious or inflammatory skin conditions, open or broken skin including active acne. These determinations are at the discretion of the Artist. If the Client is aware beforehand, they must inform any guests who have any of the above concerns, that they will not be able to be painted.

The Client understands that some paint colours contain pigments that may cause minor staining of the skin. Face paint manufacturers recommend removing paint within 12 hours using a gentle soap and water and a soft cloth. For stubborn stains, either a moisturiser, mineral oil, jojoba oil, almond oil, coconut oil (or similar) can be safely applied to the skin before gently removing with a cloth. Always patch test any product on the skin first.



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For safety reasons, the Artist will NOT paint any child under the age of 3 years, and will not paint anyone who is unwilling to be painted or crying.

If the Client is aware beforehand of any attendees who have had an infectious or contagious disease such as covid, conjunctivitis etc, the Artist must be informed prior to the event and is subject to cancellation at the discretion of the Artist. If the Client fails to inform the Artist of such, and the Artist's equipment is contaminated, the Client will be invoiced for the appropriate decontamination or replacement of said equipment.

The Artist reserves the right to stop painting and leave the event without refunding any monies if there are extreme adverse working conditions and the Client fails to remedy the situation in a timely manner. Adverse conditions include, but are not limited to; destructive, violent or inappropriate behaviour of a child, pet or adult; illegal activities, or otherwise dangerous conditions.

### **9. Photography/ Videography**

The Artist may capture photographs or videos of the face painting designs created during the event for promotional purposes, including but not limited to display on the Artist's website and social media platforms.

The Artist will NOT take photographs or videos of any child without obtaining expressed permission from the child and their adult caregiver.

Guests attending the event and photographers hired by the event organisers are welcome to take photographs of the Artist at work. If these images are shared on social media or elsewhere, proper credit should be given to Lilou Face Painting.

**Unaccompanied Children:** For children's events where a child's adult caregiver is not present, it is the responsibility of the Client to inform the children's' caregivers that photos may be taken by the Artist during the event. Additionally, it is the responsibility of the Client to inform the Artist of any children who must not be photographed.