

Confirmation

A non-refundable deposit of 50% is required to secure a booking after the availability date is confirmed by us. Deposits have to be made within 48 hours after the issuance of the invoice, or the slot will be released.

Surcharges

Early Surcharge • 7am 50 | 5am 90 | 3am 120

Distance Surcharge • Sentosa | Off Island 50

Eve/Public Holiday • 50

Payment

You will be required to make the remaining payment 1 day before the day of service via Paynow (+65 8772 2234) or Bank transfer to (Posb Savings 007-65946-6).

Overdue

Late payments will incur a charge of 15% per week of the total invoice.

Postponement

Changes to your booking date are permitted once within a period of up to 1 year without incurring additional charges. This provision applies exclusively to bookings impacted by Covid regulations or unforeseen circumstances beyond the client's control, subject to the makeup artist's discretion.

If subsequent postponement or postponement not mandated by Government regulations occurs, a 15% fee will be applied to your total invoiced amount. This measure considers potential clients who may have been turned away for your original date. A 25% fee of the total amount will be charged if changes are made 1 week prior to the service. Changes to your booking date is only allowed once.

In the event if the new postponement timing/date is not available, we will appoint an artist of the same level of professionalism and dedication for you.

Cancellations

You will receive a full refund of your deposit if you cancel within the grace period of 48 hours upon confirmation. If you cancel after the grace period of 48 hours following booking confirmation, your deposit is non-refundable.

Accompaniment and Waiting Services for Style Change Appointments

If the time interval between your first makeover and second style change is less than or equal to 2 hours, we may accompany you to your second location and wait for you there, provided that you grant us permission to do so.

If we accompany you to the second location, we kindly request that you provide lunch for us during the wait. If the time interval between your first makeover and second style change is more than 2 hours, we will need to leave and meet you again later at the second location.

Bridal Package Inclusions Policy

All bridal packages include premium skin prep, ampoule, false lashes, basic eyebrow trimming, and bridal hair accessories.

Hair extensions are not provided as there are various textures, color, and factors to consider when selecting the appropriate extensions for each client's hair. As a result, it is strongly recommended that clients purchase their hair extensions according to their specific hair needs and preferences.

The company shall not be held responsible for any issues that may arise due to the use of hair extensions purchased by the client.

Wet Weather Policy for Makeover Services

In the event of wet weather, if the artist has already arrived and started the makeover, or is close to completing it, the full fee for the service will be charged regardless of any interruption or delay caused by the weather.

However, if the service has not yet commenced, a one-time postponement may be requested at no additional cost.

The artist reserves the right to decline any postponement request and enforce the full fee for the original appointment.

Bridal Makeup Artist Substitution

In the rare event that the assigned bridal makeup artist is unavailable on the wedding day, we will provide a skilled replacement artist at no extra cost. You can expect the same level of professionalism and dedication to ensure you look stunning on your special day.

As a goodwill gesture, we offer a 10% discount off the total bridal package price for the inconvenience. This offer applies only when a substitution is necessary, and it's non-transferable or combinable with other discounts. Your satisfaction is our priority, and we'll keep you informed throughout the process.

Liability

All brushes and makeup products will be sanitized prior to each makeover session. If you have sensitive skin and prefer to use your own products, please let us know ahead of time. Feautté will not be liable for any allergic reactions.

Images

Client acknowledges Makeup Artist's right to use the images captured during the makeover sessions on social media for portfolio purposes. Clients may opt out by notifying Makeup Artists beforehand.