

VELAMOUR PTY LTD

CLIENT BOOKING TERMS & CONDITIONS

Creative Booking Service

Version: 1.0

Effective date: 21 October 2026

Company: Velamour Pty Ltd

ACN: 686 631 747

Website: www.velamour.com.au

Email: admin@velamour.com.au

Governing law: Western Australia and applicable Commonwealth legislation

1. PURPOSE AND APPLICATION

1.1 About Velamour

Velamour Pty Ltd ("Velamour", "we", "us" or "our") operates a creative production business and booking network connecting clients with independent creative professionals throughout Western Australia.

The network facilitates access to makeup artists, hairstylists, photographers, videographers, fashion stylists, creative directors and other professional creative service providers.

1.2 Application of These Terms

These Terms & Conditions ("Terms") apply to clients who request or confirm creative services through the Velamour Creative Booking Service.

They govern the booking process, applicable fees, payment arrangements, cancellations, communication and Velamour's responsibilities as booking agent.

1.3 Separate Production Services

Where Velamour is expressly contracted to deliver its own production, photography, creative direction or other services as principal supplier, a separate written service agreement or quotation may apply.

These Terms do not automatically make Velamour the principal supplier of services delivered by independent providers.

1.4 Acceptance

By accepting a quotation and confirming a booking, the client agrees to these Terms and any applicable booking-specific conditions disclosed before confirmation.

Nothing in these Terms excludes statutory rights that cannot lawfully be excluded.

2. VELAMOUR'S ROLE AS BOOKING AGENT

2.1 Disclosed Agency

Unless expressly stated otherwise in writing, Velamour acts as a disclosed booking, referral and administrative agent for independent creative professionals.

2.2 Independent Service Providers

The nominated creative professional ("Provider") is the principal supplier of the creative services described in the booking confirmation.

The contract for those services is between the client and the Provider.

2.3 Velamour's Services

Velamour may:

- a. Receive and manage booking enquiries;
- b. Identify suitable available Providers;
- c. Communicate service information and quotations;
- d. Coordinate booking acceptance and confirmation;
- e. Collect its booking commission;
- f. Collect and distribute payments where authorised;
- g. Coordinate booking-related communication;
- h. Assist with changes, cancellations and complaints.

2.4 Provider Responsibilities

The Provider is responsible for performing the agreed creative services with due care and skill and meeting applicable professional and statutory obligations.

2.5 Velamour Responsibilities

Velamour remains responsible for its own booking, administrative, payment collection and agency obligations.

Nothing in these Terms removes any liability imposed on Velamour by applicable law.

3. SERVICES AVAILABLE

Velamour may facilitate bookings for:

- Professional makeup artistry.
- Professional hairstyling.
- Bridal and special-event beauty services.
- Fashion and editorial photography.
- Corporate branding and headshots.
- Commercial and product photography.
- Videography and content creation.
- Fashion and wardrobe styling.
- Creative direction.
- Production assistance.
- Other approved creative services.

Service availability, inclusions and pricing depend on the selected Provider and the confirmed quotation.

4. BOOKING ENQUIRIES AND QUOTATIONS

4.1 Booking Requests

Clients may submit enquiries through the Velamour website, email, telephone or another authorised booking channel.

An enquiry does not constitute a confirmed booking.

4.2 Information Required

Clients must provide accurate information relevant to the proposed booking, including:

- Contact details.

- Service requirements.
- Date and time.
- Location or venue.
- Number of people requiring services, where relevant.
- Expected duration.
- Relevant access or logistical requirements.
- Any special requirements affecting delivery or pricing.

4.3 Quotations

Velamour will provide or facilitate a quotation identifying the services, applicable charges and payment requirements.

4.4 Quotation Validity

A quotation remains valid for the period stated in the quotation.

Prices and availability may change before a booking is confirmed.

4.5 Changes to Scope

Additional services or material changes to the original requirements may result in a revised quotation.

The client must approve additional charges before they are incurred, except where otherwise lawfully agreed.

5. SERVICE PRICING AND VELAMOUR BOOKING FEE

5.1 Provider Service Rate

Each independent Provider nominates the professional rate for their services.

5.2 Velamour Booking Fee

Velamour charges a booking fee equal to 30% of the Provider's nominated service rate, excluding GST.

5.3 Booking Fee Added to Service Rate

The Velamour booking fee is added to the Provider's nominated service rate.

It is not deducted from the Provider's agreed remuneration.

5.4 Booking Fee Calculation

The booking fee is calculated on the professional service rate only.

Travel, parking, tolls, accommodation and separately approved expenses are excluded from the calculation.

5.5 Multiple Providers

Where a booking involves multiple Providers, the booking fee may be calculated separately on each Provider's nominated service rate.

The total booking fee will be disclosed before confirmation.

5.6 Price Transparency

The quotation must disclose the total price payable by the client, including applicable GST and reasonably foreseeable compulsory charges.

The 30% booking fee is a component of the disclosed total price, not an undisclosed charge added after booking.

6. TRAVEL AND ADDITIONAL EXPENSES

6.1 Travel Charges

A travel charge applies where a Provider must travel to the client's premises, event venue or another agreed service location.

6.2 Travel Calculation

Travel charges are calculated according to Velamour's applicable travel-rate schedule, taking account of distance, location and relevant travel requirements.

The applicable charge will be disclosed in the quotation.

6.3 Additional Expenses

Additional charges may apply for:

- Parking.
- Road tolls.
- Accommodation.
- Extended travel.
- Early starts or extended attendance.
- Approved specialist equipment hire.
- Other separately agreed expenses.

6.4 Client Approval

Reasonably foreseeable charges will be disclosed before booking confirmation.

Unanticipated additional expenses require client approval before being incurred, except where otherwise lawfully agreed.

6.5 No Commission on Expenses

Velamour's 30% booking fee is not calculated on travel or separately approved expenses.

7. GOODS AND SERVICES TAX

7.1 GST

GST applies where required by Australian taxation law.

7.2 Velamour Booking Fee

GST is charged on Velamour's taxable booking and agency services.

7.3 Provider Services

GST applies to a Provider's services where that Provider makes a taxable supply.

7.4 Non-GST-Registered Providers

A Provider who is not registered or required to be registered for GST does not charge GST on their own services.

Velamour's booking fee may still attract GST.

7.5 GST Calculation

The quotation will identify the applicable service charges, booking fee and additional expenses.

GST will be calculated on each component to which it legally applies.

7.6 Tax Documentation

Tax invoices and payment records will identify the relevant supplier and GST amounts as required by law.

8. BOOKING CONFIRMATION

8.1 Provider Acceptance

All bookings are subject to the nominated Provider accepting the engagement.

8.2 Confirmation Requirements

A booking is confirmed when:

- a. The Provider accepts the engagement;
- b. The client accepts the quotation and applicable Terms;
- c. Velamour receives its upfront booking fee, including applicable GST; and
- d. Velamour issues written confirmation.

8.3 Upfront Booking Payment

The upfront booking payment is the Velamour booking fee of 30% of the Provider's nominated service rate, excluding GST, plus applicable GST on Velamour's booking fee.

8.4 Balance Payable

The remaining charges are payable under the payment method specified in the booking confirmation.

8.5 Confirmation Details

The booking confirmation will identify:

- The Provider or Providers.
- Services and inclusions.
- Date and time.
- Service location.
- Agreed charges.
- Payment method.
- Payment deadlines.
- Applicable cancellation arrangements.
- Relevant special conditions.

8.6 Availability

Velamour does not guarantee a requested Provider or booking time until the booking has been confirmed.

9. PAYMENT METHODS

Velamour offers two payment arrangements.

The applicable method will be disclosed in the booking confirmation.

METHOD A — FULL PAYMENT THROUGH VELAMOUR

9.1 Collection Authority

Velamour may collect the full client payment as the Provider's disclosed payment collection agent.

9.2 Upfront Payment

The client pays Velamour's booking fee plus applicable GST upfront to confirm the booking.

9.3 Remaining Balance

The remaining balance is paid to Velamour according to the booking confirmation.

Unless otherwise agreed, the remaining balance is due two business days before the scheduled engagement.

9.4 Allocation of Funds

Velamour retains its booking fee and applicable GST attributable to its own taxable supply. The Provider's service remuneration, approved expenses and applicable Provider GST are allocated to the Provider.

9.5 Payment Records

Velamour will maintain appropriate records of payments received and amounts allocated to the Provider.

METHOD B — DIRECT PAYMENT TO THE PROVIDER

9.6 Upfront Booking Fee

The client pays Velamour's booking fee plus applicable GST upfront.

9.7 Provider Invoice

The Provider invoices the client directly for the remaining service fees, travel, approved expenses and applicable GST.

9.8 Direct Payment

The client pays the Provider according to the agreed invoice terms.

9.9 Provider Payment Responsibility

The Provider is responsible for administering and collecting their own invoice. Velamour may assist with booking-related communication but is not the recipient of the Provider's direct payment.

GENERAL PAYMENT CONDITIONS

9.10 Payment Method Confirmation

The applicable payment method will be stated in writing before the booking is confirmed.

9.11 Payment Processing Charges

Any applicable payment-processing surcharge must be disclosed before payment and comply with Australian law.

9.12 Failure to Pay

Failure to pay an agreed amount by its due date may result in suspension or cancellation of the booking, subject to applicable law and the cancellation provisions.

9.13 No Duplicate Payment

The client will not be required to pay the same charge twice merely because Velamour and the Provider use different invoicing or collection arrangements.

10. CANCELLATIONS AND REFUNDS

10.1 Cancellation Notice

Clients must notify Velamour in writing if they wish to cancel a confirmed booking.

10.2 Standard Voluntary Cancellation Schedule

Unless a booking-specific agreement provides otherwise, the following schedule applies to voluntary cancellations that do not involve a statutory right to a remedy:

More than seven days before the booking

The upfront booking payment will be refunded less reasonable, disclosed and lawfully recoverable costs.

Between 48 hours and seven days before the booking

Up to 50% of the upfront booking payment may be retained where lawful and proportionate to the relevant circumstances.

Less than 48 hours before the booking

Up to 100% of the upfront booking payment may be retained where lawful and proportionate to the relevant circumstances.

10.3 Reasonableness

Cancellation charges must be consistent with applicable law and must not constitute an unlawful penalty or unfair contract term.

10.4 Additional Payments

Any refund or retention of amounts paid for Provider services will be determined under the applicable service contract, work performed, reasonable losses and statutory rights.

10.5 Provider Cancellation

If a Provider cannot fulfil a confirmed booking, Velamour may offer to arrange a suitable replacement, subject to the client's agreement.

10.6 Replacement Not Available

Where the agreed service cannot be supplied, the client will receive the remedies required by applicable law and the relevant contract.

10.7 Consumer Guarantees

Nothing in this cancellation policy excludes the client's rights under the Australian Consumer Law.

11. RESCHEDULING AND BOOKING CHANGES

11.1 Rescheduling Requests

Clients may request changes to a confirmed booking by contacting Velamour.

11.2 Availability

Changes are subject to Provider availability and agreement.

11.3 Additional Charges

A change of date, location, time or service requirements may affect pricing.

Additional charges must be disclosed and agreed before the revised booking is confirmed.

11.4 Significant Changes

Where a requested change materially alters the engagement, a revised quotation or booking confirmation may be required.

11.5 Unavoidable Circumstances

Rescheduling caused by events beyond a party's reasonable control will be managed reasonably and consistently with applicable law.

12. CLIENT RESPONSIBILITIES

12.1 Accurate Information

Clients must provide accurate information necessary to deliver the booked services.

12.2 Safe Working Environment

Where services are performed at a client-selected location, the client must provide a reasonably safe and suitable environment.

12.3 Access and Facilities

Depending on the service, this may include:

- Appropriate working space.
- Suitable lighting.
- Safe electrical access.
- Adequate ventilation.
- Access to agreed facilities.
- Relevant venue access arrangements.
- Reasonable loading and unloading arrangements.

12.4 Client Cooperation

Clients must cooperate reasonably with the Provider to enable the agreed services to be performed.

12.5 Changes and Delays

Clients must promptly notify Velamour of material changes or circumstances likely to affect the booking.

12.6 Respectful Conduct

Clients must treat Providers and Velamour representatives respectfully.

Harassment, threats, abusive conduct and unlawful discrimination are not permitted.

13. PROVIDER RESPONSIBILITIES

13.1 Professional Standards

Providers are expected to perform their services with due care and skill.

13.2 Equipment and Products

Independent Providers are responsible for supplying and maintaining their own professional equipment, tools, products and consumables unless expressly agreed otherwise.

13.3 Insurance

Providers must maintain the insurance required by their agreement with Velamour and any applicable legal or venue requirements.

13.4 Compliance

Providers must comply with applicable professional, hygiene, safety and legal obligations.

13.5 No Guarantee of Particular Outcome

Creative outcomes may be affected by factors such as lighting, weather, location, client preparation and agreed artistic direction.

This provision does not remove the Provider's obligations to meet the agreed service description or applicable consumer guarantees.

14. CLIENT RELATIONSHIP AND COMMUNICATION

14.1 Velamour Booking Administration

Velamour manages the booking relationship for clients introduced through its booking network.

14.2 Booking Communication

Clients are encouraged to direct enquiries about confirmed bookings, changes, additional services and future bookings through Velamour.

14.3 Repeat Bookings

Clients may request the same Provider for future engagements through Velamour, subject to availability and agreed pricing.

14.4 Client Choice

Clients remain free to choose their preferred service providers.

Nothing in these Terms establishes ownership of a client or restricts the client's statutory rights.

14.5 Provider Arrangements

Any separate obligations between Velamour and its Providers concerning booking administration, commissions or client referrals do not automatically impose restrictions on clients.

15. PHOTOGRAPHY, VIDEO AND INTELLECTUAL PROPERTY

15.1 Ownership

Copyright and other intellectual property rights remain with their lawful owners unless transferred or licensed under a separate written agreement.

15.2 Deliverables

Where photography, video or other creative deliverables form part of a booking, the agreed inclusions will be identified in the quotation or project brief.

15.3 Usage Rights

The client's permitted use of creative deliverables must be identified in the relevant booking agreement or licence.

15.4 Commercial Use

Commercial advertising, resale, exclusive usage or extended licensing may require additional written agreement.

15.5 Portfolio Use

Providers may request permission to display completed work in professional portfolios. Such use is subject to the applicable client agreement, copyright, privacy and consent requirements.

15.6 Velamour Promotional Use

Velamour may request permission to use photographs, video or other content from completed bookings for marketing, portfolio, editorial or promotional purposes.

No general permission for such use is created merely by making a booking.

15.7 Attribution

Where authorised content is published, appropriate credits should identify the relevant creative contributors.

Providers participating in Velamour's network may be contractually required to credit Velamour when publishing authorised work from Velamour-facilitated bookings.

15.8 Moral Rights

Nothing in these Terms excludes moral rights under the Copyright Act 1968 (Cth).

16. PRIVACY AND PERSONAL INFORMATION

16.1 Information Collection

Velamour may collect personal information reasonably necessary to manage enquiries and bookings.

16.2 Provider Information Sharing

Relevant booking information may be shared with the nominated Provider to enable the agreed services to be delivered.

16.3 Privacy Obligations

Velamour and Providers must comply with applicable privacy laws and their contractual confidentiality obligations.

16.4 Marketing

Personal information will not be used for unrelated direct marketing without an appropriate lawful basis.

16.5 Images and Video

Identifiable images and video will only be used for promotional purposes where the necessary rights, permissions and lawful authority exist.

16.6 Privacy Enquiries

Privacy-related enquiries may be directed to admin@velamour.com.au.

17. HEALTH, HYGIENE AND SAFETY

17.1 General Safety

Clients and Providers must cooperate in maintaining a reasonably safe working environment.

17.2 Beauty Services

Clients should disclose relevant allergies, sensitivities or other information reasonably necessary for the safe performance of makeup or hairstyling services.

17.3 Photography and Production

Clients must disclose relevant venue restrictions or hazards affecting photography, videography or production activities.

17.4 Unsafe Conditions

Where genuine safety concerns arise, the Provider may take reasonable steps to suspend or stop work, subject to applicable law and contractual obligations.

17.5 Emergency Situations

The parties must take reasonable steps to respond appropriately to emergencies and serious safety incidents.

18. COMPLAINTS AND SERVICE CONCERNS

18.1 Reporting

Clients should report booking or service concerns to:
admin@velamour.com.au

18.2 Supporting Information

Clients should provide the booking reference, relevant dates and a description of the concern.

18.3 Complaint Coordination

Velamour may coordinate communication between the client and Provider to assist with resolving the issue.

18.4 Response Time

Velamour aims to acknowledge complaints within two business days and provide a response or progress update within ten business days.

18.5 Provider Responsibility

Where the concern relates to the performance of services supplied by an independent Provider, the Provider remains responsible for their applicable contractual and statutory obligations.

18.6 Velamour Responsibility

Velamour remains responsible for complaints relating to its own booking, administrative and agency services.

18.7 Statutory Rights

Nothing prevents a client from contacting Consumer Protection WA, seeking independent advice or exercising legal rights.

19. AUSTRALIAN CONSUMER LAW

19.1 Consumer Guarantees

Services supplied to consumers may be subject to guarantees under the Australian Consumer Law, including requirements that services be provided with due care and skill, be reasonably fit for a disclosed purpose where applicable, and be supplied within a reasonable time where no time is fixed.

19.2 Non-Excludable Rights

Nothing in these Terms excludes, restricts or modifies any right or remedy that cannot lawfully be excluded.

19.3 Remedies

Where a service fails to meet an applicable consumer guarantee, the client may be entitled to remedies under Australian law.

19.4 Supplier Responsibility

Responsibility for statutory remedies will depend on the identity and legal obligations of the relevant supplier.

19.5 No Blanket Exclusion

Neither Velamour nor a Provider may rely on these Terms to avoid liability that cannot lawfully be excluded.

20. LIABILITY

20.1 Velamour's Obligations

Velamour is responsible for its own contractual and statutory obligations arising from its booking and agency services.

20.2 Provider Obligations

Independent Providers are responsible for their own contractual and statutory obligations arising from their professional services.

20.3 Loss or Damage

Responsibility for loss or damage will be determined according to applicable law, the relevant contractual obligations and the conduct of the parties.

20.4 No Unlawful Limitation

Nothing in these Terms limits liability for fraud, wilful misconduct, non-excludable consumer guarantees or any other liability that cannot lawfully be excluded.

20.5 Insurance

The existence of Provider insurance does not itself limit a client's statutory rights or determine legal liability.

21. EVENTS BEYOND REASONABLE CONTROL

21.1 Unforeseen Events

Circumstances beyond a party's reasonable control may affect the delivery of services.

Examples may include severe weather, natural disasters, government restrictions or significant transport disruptions.

21.2 Notification

Affected parties must notify one another as soon as reasonably practicable.

21.3 Mitigation

The parties must take reasonable steps to minimise disruption.

21.4 Rescheduling and Refunds

Any rescheduling, cancellation or refund outcome remains subject to the applicable agreement and statutory rights.

22. WEBSITE AND BOOKING PLATFORM

22.1 Permitted Use

Clients must use the Velamour website and booking channels lawfully.

22.2 Prohibited Conduct

Fraudulent bookings, impersonation, unauthorised interference with systems and misuse of confidential information are prohibited.

22.3 Website Availability

Velamour may undertake reasonable maintenance and security updates.

22.4 Information Accuracy

Velamour will take reasonable care when publishing service information, but Provider availability and specific service details remain subject to confirmation.

23. CHANGES TO THESE TERMS

23.1 Updates

Velamour may update these Terms for future bookings.

23.2 Existing Bookings

Material changes will not retrospectively alter confirmed bookings without an appropriate contractual or legal basis.

23.3 Publication

Updated Terms will be published with a revised version date.

24. DISPUTE RESOLUTION

24.1 Initial Contact

Clients are encouraged to contact Velamour promptly to discuss concerns.

24.2 Good-Faith Resolution

The parties should attempt to resolve disputes through reasonable communication.

24.3 External Assistance

Clients may seek assistance from relevant consumer protection bodies, dispute resolution services or courts.

24.4 Legal Rights

Nothing in these Terms restricts access to remedies available under applicable law.

25. GOVERNING LAW

These Terms are governed by the laws of Western Australia and applicable Commonwealth legislation.

Nothing excludes a mandatory jurisdiction, statutory right or remedy.

26. GENERAL PROVISIONS

26.1 Entire Agreement

These Terms, together with the accepted quotation, booking confirmation and any applicable service-specific agreement, constitute the relevant booking documents.

26.2 Inconsistency

Where documents conflict, the specific written booking agreement prevails to the extent lawfully permitted.

26.3 Severability

If a provision is invalid or unenforceable, it may be severed to the extent necessary without invalidating the remaining provisions.

26.4 Electronic Acceptance

Clients may accept these Terms electronically where legally permitted.

26.5 Notices

Booking notices and formal communications may be sent electronically to the contact details provided.

SCHEDULE B — CLIENT BOOKING ACCEPTANCE

By confirming my booking, I acknowledge that:

- I have reviewed the service quotation and total price.
- I understand that Velamour acts as a booking agent for the nominated independent Provider unless otherwise stated.
- I understand that Velamour's booking fee is 30% of the Provider's nominated service rate, excluding GST, and is added to that rate.

- I understand that applicable GST, travel and approved expenses are included in the disclosed total price.
- I understand that the Velamour booking fee and applicable commission GST are payable upfront to confirm my booking.
- I understand which payment method applies to my booking.
- I have reviewed the applicable cancellation and rescheduling terms.
- I understand that additional services require agreement and may incur additional charges.
- I understand that photographs or video from my booking will not automatically be available for promotional use without the necessary permissions.
- I understand that my rights under the Australian Consumer Law remain protected.
- I have read and accept these Client Booking Terms & Conditions.

Client name: _____

Signature or electronic acceptance: _____

Date: _____

CONTACT

VELAMOUR PTY LTD

ACN 686 631 747

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Email: admin@velamour.com.au

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