



Terms of Service

CLIENT POLICIES & SERVICE AGREEMENT

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karmaskreations.com



YOUR GUIDE TO OUR POLICIES

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Scope and Acceptance

These Terms establish the expectations that support a professional, timely and safe beauty-service experience.

These Terms of Service (the "Terms") apply to makeup artistry, beauty services, Bridal Previews, makeup lessons, on-site touch-up coverage, and Media, Editorial or Commercial services provided by Aubrielle Michaél doing business as Karma's Kreation's Artistry® (the "Artist"). The individual or organization requesting services is the "Client."

By submitting a booking, paying a retainer or invoice, electronically accepting these Terms, and/or signing a service agreement, the Client confirms that the Client has read, understood and agreed to the Terms in effect on the booking date.

For Bridal, Media, Editorial, Commercial, destination, group or custom projects, a separate proposal, invoice or signed agreement may contain project-specific terms. If a project-specific agreement conflicts with these general Terms, the signed project-specific agreement controls for that project.

NO DATE IS HELD WITHOUT PAYMENT

Availability, a verbal conversation, an inquiry, a quote or an unsigned proposal does not reserve a date. A booking is secured only after all required booking steps, signatures and retainer payments have been completed.

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Booking and Confirmation

Bookings are accepted on a first-completed, first-secured basis.

Inquiry and booking process

Clients must begin the booking process for standard Do-and-Go services through the GlossGenius booking site. For Bridal and Media Inquiries, clients must complete the inquiry form on the Karma's Kreation's Artistry Contact page. For Bridal and Media Inquiries, after availability and service needs are reviewed, the Client may receive a quote, proposal, or invoice and next steps for booking. Clients needing Do-and-go services will be able to secure their appointment and pay their retainer on the GlossGenius booking site.

The Client must provide an active email address, telephone number, and is responsible for reviewing all confirmations, reminders, invoices and scheduling updates. Booking requests are not accepted or secured through informal telephone calls, text messages or social-media direct messages unless the Artist confirms otherwise in writing.

Standard do-and-go services should be booked at least **48 hours** in advance whenever possible. Bridal services should generally be requested **three to six months** in advance . Media services should generally be requested **one to two months** in advance. Availability is never guaranteed until the booking is secured.

Group services

All people included in one group booking must be serviced at the same approved location and in a consecutive schedule unless otherwise stated in the proposal. Every person being serviced must be present, prepared and ready at the assigned service time. The Client who signs the agreement or submits the booking is responsible for communicating these Terms to every person receiving services.

Confirmation and adjustments

GlossGenius will send a confirmation approximately 48 hours before service. Any GlossGenius online forms and waivers must be completed prior to the service date. The Client must promptly verify the date, service location, access instructions and schedule via GlossGenius confirmation and/or via text to the Artist. Any error or change must be reported as soon as it is discovered and, whenever possible, no later than 12 hours before the appointment.

Changes to the location, number of people, service type, ready-by time or event schedule are subject to availability and may change the price, staffing or required service time. The Artist may decline a change that cannot be completed safely or without disrupting another commitment.

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Pricing, Retainers and Payments

Clear payment deadlines protect the Client's date and allow the Artist to prepare, travel and staff each service appropriately.

Retainers

A **non-refundable \$75 retainer** is required for standard services. **Bridal and Media services require a non-refundable retainer equal to 25%** of the quoted total. The retainer is applied toward the total service price and is not an additional service charge.

A retainer may be applied to **one approved reschedule** only when the Client meets the notice and rescheduling requirements in these Terms. Otherwise, the retainer is forfeited and a new retainer is required to secure another date.

Remaining balances

For standard appointments, the remaining balance is due immediately upon completion of services and before the Artist leaves the location, unless the invoice or written agreement provides an earlier deadline. For Bridal and Media services, the full remaining balance is due **seven calendar days before the service date**.

If additional people, hours, travel, parking, tolls, location changes, add-ons or other approved costs are added after the original quote, the invoice may be adjusted. Added services are charged at the rate in effect when the change is accepted.

Payment plans and Pay in 4

Pay in 4 payment plan options are available for all do-and-go services via GlossGenius checkout. Approval, installment dates and provider fees are controlled by the payment provider. For Bridal and Media bookings, a payment plan does not extend the Artist's final payment deadline. Missed or failed installments may result in cancellation if the balance is not cured within the time stated on the invoice.

Group and split payments

The contracting Client is responsible for the full balance for all services included in the booking. The Artist is not required to collect separate payments from individual members of a group. Any private reimbursement arrangement among group members does not change the contracting Client's payment obligation.

Payment authorization and disputes

The Artist may charge only amounts authorized through the booking platform, invoice or written agreement, including properly disclosed cancellation, no-show, overtime or additional-service fees. The Client agrees to contact the Artist promptly and in good faith regarding any billing concern before initiating a payment dispute or chargeback. Initiating a payment dispute or chargeback without promptly contacting the Artist will result in a ban from all future appointments and possible legal action to obtain funds. If approved by your bank.

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Rescheduling, Cancellation and No-Shows

The Artist reserves substantial time for every Client. Notice requirements apply even when the reason for a change is understandable.

One approved reschedule

A Client may request one reschedule by providing at least 48 hours' notice. Approval depends on the Artist's availability. If approved, the original retainer may be applied to one new appointment occurring within six months of the original date.

A second reschedule, a request made after the six-month period, or a change that the Artist cannot accommodate requires a new booking and new retainer. Payments already applied to completed preparation, purchased products, staffing, travel or non-recoverable project expenses are not refundable.

Cancellations

- 48 hours or more before service: the retainer remains non-refundable, but the Client may request one approved reschedule under the conditions above.
- Less than 48 hours before service: the retainer is forfeited and cannot be applied to another appointment.
- Less than 24 hours before service, or a no-call/no-show: the Client may be charged 75% of the remaining service balance in addition to forfeiting the retainer, subject to the Client's payment authorization and applicable law.

Failure to confirm your appointment via text or email through GlossGenius, provide required location information, deny access to the service location, or being unavailable at the scheduled time may be treated as a late cancellation or no-show. The Artist may decline future bookings after a no-show, unpaid balance, fraudulent dispute, threatening behavior or repeated policy violation.

Cancellation fees are not credits toward a future booking. If the Client later books a new service, the new booking requires its own retainer and payment terms.

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Timing, Readiness and Delays

The reserved service window begins at the agreed appointment time, even when the Client or another service provider is not ready.

Early and same-day appointments

Appointments scheduled before **9:00 a.m.** are subject to a **\$100 early appointment fee**. **Same-day bookings accepted within 24 hours of service are subject to a \$50 same-day booking fee** and require payment of the retainer, applicable travel charges if additional, and any balance specified by the Artist before the booking is confirmed.

Client delays

A **\$25 tardiness fee applies when the Client or service schedule is more than 15 minutes behind**. If the delay reaches 25 minutes, the Artist may shorten the service, omit non-essential steps or cancel the appointment. A cancellation caused by Client delay is treated as a cancellation within 24 hours, and the Artist is not responsible for a rushed result, missed person or late event arrival caused by insufficient time.

Hair appointments, wardrobe, photography, transportation and other vendors must be scheduled so they do not interfere with the Artist's reserved time. The Artist is not required to work simultaneously with another provider when doing so would compromise safety, sanitation, timing or quality.

Artist delays

If the Artist expects to arrive 20 minutes or more after the scheduled time, the Artist will notify the Client as soon as reasonably possible. Depending on the circumstances and the remaining service window, the Artist may offer a 5% service discount, an adjusted schedule or an approved reschedule.

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Travel and Venue Requirements

Karma's Kreations Artistry currently provides travel-only services. The Client is responsible for a safe and workable on-location environment.

Arrival, access and travel costs

The Artist generally plans to arrive 10 to 15 minutes before the scheduled service time to unload and set up. The Client must provide accurate access, loading, parking, security, room and contact instructions in advance and must be available to admit the Artist when necessary.

The quoted service price includes only the travel specifically described in the quote or service listing. Additional distance, travel time, venue changes or multiple service locations may require additional travel charges. The Client is responsible for parking, valet, tolls, permits, access fees and other location-specific costs.

Long-distance and destination services

For travel requiring approximately two hours or more, or for services outside the DMV area, the Client is responsible for the reasonable travel arrangements and expenses stated in the proposal. These may include airfare, rail, rental vehicle, mileage, fuel, lodging, ground transportation, baggage, parking, tolls, taxes, service incidentals and per diem. Required travel arrangements must be confirmed before the booking deadline in the proposal.

Required workspace

- A clean, sanitary, climate-controlled and traffic-free work area.
- A stable table or work surface with adequate space for professional products and tools.
- A safe electrical outlet and permission to use professional lighting equipment.
- A high chair, barstool or other suitable seating when requested; the Artist may provide a chair when arranged in advance.
- Reasonable lighting, access to handwashing or sanitation facilities, and sufficient room to work without obstruction.

The Artist may refuse to begin or may stop services at a location that is unsafe, unsanitary, infested, illegally occupied, hostile or materially different from what was represented. If the condition is within the Client's control, resulting delay or cancellation charges may apply.

Health, Sanitation and Sensitivities

Accurate disclosure allows the Artist to make responsible product and sanitation decisions.

Illness

The Client must notify the Artist before service if the Client or any person being serviced has fever, vomiting, a contagious condition, active eye infection, unexplained rash or another symptom that could create a health or sanitation risk. The Artist may require rescheduling or may decline service when reasonable health or sanitation concerns exist.

The Artist follows professional sanitation practices and may use masks, gloves or other protective measures when appropriate. No sanitation process can eliminate every possible risk of exposure or reaction.

Allergies, sensitivities and skin conditions

Before application, each person receiving service must disclose known allergies, sensitivities, current skin conditions, recent procedures and any product or ingredient that should be avoided. The Artist may modify or decline a product or service when the disclosure indicates a material risk.

A patch test may be offered when practical, but a patch test cannot guarantee that a reaction will not occur. If burning, swelling, hives, excessive redness, eye irritation or another concerning reaction develops, the Client must notify the Artist immediately so the product can be removed or the service stopped.

Client-provided products

A Client may request use of a personal product for allergy, sensitivity or preference reasons. The Client must bring the product in a clean, unexpired and sanitary condition. Lashes must be new and unused in their original packaging. The Artist may refuse a product that appears unsafe, expired, contaminated, unsuitable or incorrectly matched.

Use of Client-provided products does not reduce the service price. The Artist cannot guarantee shade accuracy, compatibility, wear time or performance when a Client-provided product is used.

Health-Related Refusal of Service

If the Artist arrives and determines that a Client or another person receiving services has an undisclosed active infection, contagious illness, open or weeping lesion, eye infection, unexplained rash, or another condition that reasonably prevents the service from being performed safely and sanitarily, the Artist may refuse to begin or may discontinue the service. The Artist does not diagnose medical conditions. The appointment will be treated as a same-day Client cancellation. The retainer, travel charges, and amounts already paid are nonrefundable. Any additional cancellation amount will be charged only when expressly authorized by the signed Booking Agreement and permitted by applicable law. The Artist may offer a rescheduled appointment at her discretion after the condition has resolved. A new retainer and updated travel charges may be required.

Makeup Services and Client Responsibilities

Professional makeup is a collaborative service shaped by skin condition, timing, lighting, products and the Client's selected inspiration.

Preparation and readiness

Clients must arrive and be present with a clean face free of makeup, adhesive, heavy residue and debris unless otherwise instructed. Brows and facial hair should be groomed before the appointment if the Client wants that result. The Artist does not provide waxing, threading, microblading, lash extensions or other services requiring a separate license.

The Artist will perform appropriate professional skin preparation based on the service and the Client's disclosed needs. A Client should not introduce a new aggressive skin treatment immediately before service.

Creative interpretation and adjustments

Reference photographs communicate direction but do not guarantee an identical result. The Artist will interpret the requested look according to the Client's features, skin, products, lighting, schedule and professional judgment. The Client should communicate requested adjustments before the Artist packs the workstation or leaves the location.

Once the Client approves the completed look and the Artist leaves, ordinary changes of preference do not create a right to a refund. This does not limit any right that cannot lawfully be waived.

Equipment, guests and other vendors

Children, pets, guests and other vendors must remain clear of the workstation, lighting, chair, products and cords. The Client is responsible for damage caused by the Client, the Client's guests, venue staff or another provider to the extent allowed by law.

Photographers and videographers may document the service without touching equipment, obstructing the Artist, using the Artist's station as a set, directing poses during active application or causing delays. The Artist may pause work until the workspace is safe and clear.

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On-Site Touch-Ups and Standby Coverage

On-site coverage reserves the Artist's professional availability for the agreed period, whether or not a touch-up is being performed every minute.

On-site touch-up and standby coverage is charged at **\$175 per hour** unless a proposal states a different project rate. Coverage may include complexion and lip refreshing, shine control, tear or transfer correction, pre- photography refinements, continuity monitoring and preparation for key appearances.

Billable coverage begins at the start time stated in the proposal or when the Artist's retained post-application coverage begins, and continues until the agreed release time or the Client releases the Artist. Waiting through photographs, wardrobe changes, ceremonies, interviews, travel between approved locations or other scheduled moments remains part of the reserved coverage time.

Extensions are subject to availability and are billed in full hourly increments unless otherwise stated. A location change may also require additional travel, parking or access fees. Declining an extension means the Artist may leave at the originally scheduled release time.

A mini touch-up kit may be included or offered for purchase when stated in the service description, package or proposal. Kit contents and pricing are determined by the applicable quote and available inventory.

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Bridal Packages and Previews

Bridal services combine beauty preparation, scheduling and travel logistics. The signed Bridal agreement and proposal control package-specific details.

Available bridal packages

- The Solo Bride
- The Refined Bride
- The Classic Bride
- The Luxe Bride
- The Opulent Bride

Package inclusions, party minimums, travel, touch-up coverage, assistants, lodging, kits and other enhancements vary by package and are stated in the Client's proposal. Package names alone do not create an entitlement to a service that is not listed in the accepted proposal.

Securing a bridal booking

1. Submit an Inquiry via the [Contact Page](#) on the website. The Artist will review your form within 24-48 business hours and complete a custom proposal or schedule a call depending on what the Client chooses on the form.
2. Review the custom proposal and complete the required booking through the provided link sent via email
3. Sign the Bridal agreement and pay the 25% retainer within the proposal's acceptance period of 5 business days.
4. Complete the remaining payment plan so the final balance is received seven calendar days before the event.

Unless the proposal states otherwise, a bridal quote is valid for **five business days**. If the contract, booking and retainer are not completed within that period, the proposal will expire, the requested date will be released, and any new proposals are subject to changes in pricing if applicable.

Bridal Preview

A two-hour Bridal Preview is included with each bridal package unless the proposal states otherwise. Because services are travel-only, the Preview location must be approved in advance and may affect travel charges. The Preview is used to develop the bridal look; reasonable refinements may be documented for the event date.

Completing a Preview does not make the retainer refundable. If the Client later cancels, the Bridal agreement and cancellation terms apply. Clients may not independently schedule their own Preview without coordinating availability with the Artist.

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Media, Editorial and Commercial Services

Production and public-facing work may require scheduling, continuity, assistants, travel and usage considerations beyond a standard appointment.

Media, Editorial and Commercial services are quoted according to the requested scope, number of people, service hours, creative requirements, travel, location, assistants, kit needs, touch-up coverage and production schedule. Quarter-day, half-day, full-day, overtime or project rates may be used as stated in the proposal.

The producer, agency, client or contracting organization must provide an accurate call time, location, contact, talent count, schedule and creative direction. Delays, additional talent, additional looks, location changes, overtime and extended standby coverage may increase the final invoice.

Unless otherwise agreed, the contracting organization is responsible for safe working conditions, parking, credentials, permits, meals or per diem when applicable, and reasonable access to talent and workspace. The Artist may bring an assistant or approved substitute when reasonably necessary for the scope or schedule.

Any production agreement, deal memo or purchase order accepted by both parties controls project-specific usage, confidentiality, cancellation and payment terms if it conflicts with these general Terms.

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Makeup Lessons

Lessons are educational services and require active participation, preparation and respect for the Artist's teaching materials.

Current lesson formats

- Virtual 1:1 Makeup Lesson - 60 minutes - \$250.
- The Art of Self Glam - in-person self-application lesson - 2-3 hours - \$500.
- The Signature Artistry Intensive - professional model-application lesson- 3-4 hours - \$1,000.

Lesson offerings, duration and pricing are subject to the service description in effect when booked. Full payment is required to secure a lesson unless an approved payment plan is stated in writing. Discounts and promotional offers do not apply unless expressly stated.

Students attending a model-application lesson are responsible for providing an appropriate model who arrives on time and agrees to participate. On-location requirements and travel charges apply to in-person lessons. Additional lesson time is subject to availability and the Artist's current hourly rate.

Lesson outlines, demonstrations, handouts, product lists and teaching methods are provided for the purchasing student's personal educational use. Recording, reproducing, teaching, publishing, reselling or distributing the lesson or materials without written permission is prohibited.

Makeup Lesson Kit Options

Clients must select one of the following options before their lesson:

- **Prepare Your Own Kit**

The Artist will provide a PDF product list before the lesson. Clients are responsible for obtaining the listed products and tools. Any step requiring an item the Client does not have cannot be covered during the lesson. Missing products will not qualify the Client for additional time, a follow-up session, or a refund.

- **Professional Kit Access — \$150**

Available for face-to-face lessons only. Clients may use selected products and tools from the Artist's professional kit during the lesson. Products are selected at the Artist's discretion and are not provided for the Client to keep.

- **Personal Kit-Building Experience**

The Client must invest a minimum of \$700 in products, plus a \$300 personal-shopping and kit-curation fee. The Artist will accompany the Client while shopping and help select products, shades, and tools suited to their needs. Product purchases, the kit-curation fee, and the makeup lesson are all charged separately. Any amount exceeding the \$700 product budget is the Client's responsibility. Kit options must be selected and paid for before the applicable service. Kit-access and kit-curation fees are nonrefundable.

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Photography, Video and Content Consent

Service consent and marketing consent are separate choices.

The Artist may ask to photograph or record the service, process or finished result. The Client may approve or decline marketing use through a separate written release or selection on the booking form. Declining marketing use will not affect the quality or price of the service unless photography is itself a contracted production requirement.

When consent is granted, the release should identify the approved uses, which may include the Artist's portfolio, website, social media, educational content, press, promotional materials or paid advertising. Consent for a minor must be provided by the minor's parent or legal guardian.

A Client may request that future, uncommitted marketing use stop by contacting the Artist in writing. The Artist may not be able to recall materials already printed, delivered, licensed, published or incorporated into completed campaigns before the request.

The Artist does not claim ownership of a third-party photographer's copyrighted work merely because the Client signed these Terms. Use of professional photographs remains subject to the photographer's permission and any applicable agreement.

TERMS OF SERVICE

Safety, Conduct and Third-Party Providers

Professional boundaries protect the Artist, the Client, the kit and the service environment.

Conduct and refusal of service

The Artist may refuse, pause or end service for harassment, threats, discrimination, intoxication that creates a safety risk, sexual misconduct, illegal activity, unsafe conditions, deliberate contamination, repeated interference or abusive behavior. When the condition is caused by the Client or Client's group, the service may be treated as a late cancellation and payments may be forfeited to the extent allowed by law.

Third-party providers and referrals

Karma's Kreations Artistry does not provide hair styling, waxing, threading, microblading or lash-extension services unless a properly licensed provider is separately engaged. The Artist may share a referral as a professional courtesy but does not control an independent provider's availability, prices, policies, licensing, conduct or work quality.

If another provider is booked for the same event, the Client is responsible for coordinating a schedule that allows each professional to work safely and without interruption. A third-party delay does not extend the Artist's reserved time without approval and additional payment.

Assistants and substitutes

For large groups, productions or time-sensitive events, the Artist may use qualified assistants or additional artists. If an emergency prevents the Artist from attending, the Artist may propose a qualified substitute with the Client's approval. The Client is not required to accept a substitute unless the signed project agreement states otherwise.

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Artist Cancellation and Force Majeure

Some events remain outside either party's reasonable control. The response should be prompt, fair and documented.

Force majeure includes severe weather, unsafe travel conditions, government restrictions, venue closure, transportation interruption, utility failure, natural disaster, serious illness, family emergency, power outages, or another event beyond the affected party's reasonable control that prevents or materially delays performance. The Artist will not be responsible for delays or inability to perform caused by these circumstances beyond reasonable control

The affected party must notify the other as soon as reasonably possible. If a force majeure event prevents the service from proceeding, the Artist may, at her discretion, reschedule the service within six months, modify its scope, or issue a nontransferable service credit valid for up to twelve months. All retainers, travel expenses, preparation costs, and other amounts already paid remain nonrefundable and will be applied toward the approved rescheduled service or credit. A reschedule remains subject to availability and any non-recoverable travel, staffing or product expenses already incurred.

The Client's rejection of a reasonable rescheduling option does not create a right to a refund. Personal scheduling conflicts, financial hardship, changes of mind, ordinary travel delays, or failure to make the necessary arrangements do not qualify as force majeure events. The Artist may require reasonable documentation of the event. Any remedy will remain subject to applicable law.

If extreme weather or another emergency makes travel unsafe, the Artist may delay departure, modify the schedule or decline to travel. Safety decisions will be made reasonably and communicated promptly.

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Privacy and General Provisions

These final provisions explain how the Terms are interpreted, updated and connected to the Artist's privacy practices.

Privacy

Karma's Kreations Artistry may collect contact, booking, payment, service-preference, allergy, image-consent and communication information reasonably necessary to provide services and operate the business. Information may be processed through service providers such as the website host, GlossGenius, payment processors, email providers and other vendors used to complete the booking.

The current website Privacy Policy should describe the categories of information collected, how the information is used, the service providers involved, retention practices and any rights available under applicable law. Marketing-image consent is governed separately as described above.

Governing law and severability

These Terms are governed by the laws of the State of Maryland, without regard to conflict-of-law principles. If a court determines that one provision is invalid or unenforceable, the remaining provisions remain in effect to the fullest extent permitted by law.

Entire agreement and order of precedence

These Terms, the accepted proposal, the invoice, the booking confirmation and any signed service agreement form the agreement between the parties regarding the booked services. A signed project-specific agreement controls over these general Terms when the documents directly conflict.

Updates

The Artist may update these Terms for future bookings. The version accepted when a booking is secured applies to that booking unless both parties agree in writing to a later version or a project-specific agreement states otherwise.

Electronic acceptance and contact

Electronic signatures, checkbox acceptance, online booking acceptance and payment after presentation of these Terms may be used to document agreement. Questions or formal notices may be sent to karmaskreationsartistry@gmail.com or through the contact method identified on the current website.

Thank you for choosing Karma's Kreations Artistry®.