

BÜCHNER HAUS ACADEMY

Masterclass Booking Terms

Cancellations, transfers and conditions of booking

Effective: 20 August 2026
Noosa, QLD, Australia

BÜCHNER HAUS
ACADEMY
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Policy owner	Academy Director	Applies to	Short course and masterclass attendees

Buchner Haus Pty Ltd (ABN 18 700 492 717) trading as Büchner Haus Academy

Büchner Haus Academy is committed to professional, transparent and student-centred education.

These terms apply to short courses and masterclasses and are disclosed before payment. They operate alongside the Refund Policy (BHA-POL-002) and are designed to meet our obligations under Australian consumer, privacy, anti-discrimination and work health and safety law.

01

Purpose

To set out clearly, and before payment is taken, the conditions that apply when a person books a short course or masterclass, including the amounts that are not refundable if a booking is cancelled.

02

Scope

These terms apply to short courses and masterclasses delivered by Büchner Haus Academy. Short courses and masterclasses are not accredited training and sit outside the Professional Makeup Artistry Program.

They should be read with the Refund Policy, which governs refunds, deferrals, special circumstances and the process for requesting a review. Where these terms disclose a specific non-refundable amount, that is the amount contemplated by clause 05 of that policy.

03

What you are booking

A place at a specific one-day masterclass on a specific date at Büchner Haus Academy in Noosa. A booking covers one person and the inclusions listed on that masterclass page.

A place is confirmed once payment has been received and a confirmation email has been issued. Places are limited and are allocated in order of payment.

04

Payment

Full payment is required at the time of booking. Prices are shown in Australian dollars and include GST. A tax invoice is issued automatically by our payment provider. The Academy does not see or store card details.

05

Cancellation by the attendee

Places are strictly limited and costs including catering, materials and guest artist travel are committed well in advance. The amounts below are not refundable and are disclosed here before payment for the purposes of clause 05 of the Refund Policy.

Cancellation received	Amount not refundable
30 days or more before the masterclass	\$50 administration fee
14 to 29 days before	50% of the fee, or transfer the full amount to another masterclass
Fewer than 14 days before	The full fee. The place may be transferred to another person

A cancellation takes effect when the Academy receives it in writing, not when the decision is made. Cancellations should be sent to hello@buchnerhausofmakeup.com.

The special circumstances provisions of the Refund Policy continue to apply. Where serious hardship, injury, caring responsibilities or other circumstances outside a person's reasonable control affect their ability to attend, the Academy will consider the request individually regardless of the table above.

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Transferring a place to another person

A place may be transferred to another person at any time up to 48 hours before the masterclass, at no charge. The Academy requires the replacement attendee's name, email address and phone number. The replacement attendee must meet any requirements listed for that masterclass.

07

Transferring to a different date or masterclass

Requests to move to a different date or masterclass are handled under clause 07 of the Refund Policy and are subject to availability. Requests made 14 days or more before the original date carry no fee. Requests made closer than that are subject to the amounts in clause 05 above. Any credit issued is valid for 12 months from the date of issue.

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Non-attendance

Where a person does not attend and has not cancelled or transferred their place, no refund or credit is available. Inclusions such as products or catering cannot be posted or held.

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Cancellation or rescheduling by the Academy

The Academy may occasionally need to cancel or move a masterclass, for example where a guest artist becomes unavailable or minimum numbers are not reached. This is covered by clause 04 of the Refund Policy.

In those circumstances the attendee will be offered a full refund of amounts paid, a transfer to an equivalent alternative at no additional charge, or another remedy agreed with them. An attendee will not be required to accept a transfer instead of a refund where the law entitles them to a refund.

Where a masterclass does not proceed because minimum numbers are not reached, the Academy will give at least 14 days' notice.

The Academy is not able to reimburse travel, accommodation or other costs arranged separately by the attendee.

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Changes to the programme

Content, timings and inclusions are indicative and may change. Where a guest artist cannot attend, the Academy will either substitute an artist of comparable standing or treat the session as cancelled under clause 04 of the Refund Policy, and will ask the attendee which they prefer.

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Health, safety and participation

Makeup is applied to skin during these sessions, including to attendees where a masterclass is hands-on.

- Attendees must advise the Academy of allergies, sensitivities or skin conditions before the day.
- A patch test beforehand is recommended for anyone with sensitive or reactive skin.
- The Academy may decline to apply products to a person with an active skin infection, open wound or recent cosmetic procedure.
- Attendees who are pregnant or have a condition affected by products or fumes should notify the Academy so arrangements can be made.

Where a masterclass is hands-on, attendees may work on one another. Participation is voluntary and an attendee may opt out at any point.

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Conduct

These are professional education environments. The Academy may require a person behaving unsafely, disruptively or disrespectfully to leave, without a refund.

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Photography and video

The Academy frequently photographs and films during masterclasses for its own and the guest artist's promotion. Attendees are asked at the time of booking whether they consent to appear and may decline without affecting their booking. Consent may be withdrawn on the day by notifying a staff member.

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Age

Attendees must be 18 years or over.

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Privacy and consumer rights

Personal information is collected to manage the booking and, where the attendee opts in, to provide information about future masterclasses. It is handled in accordance with the Privacy Policy. Payments are processed by Stripe.

Nothing in these terms excludes or limits rights that cannot lawfully be excluded under the Australian Consumer Law, consistent with clause 03 of the Refund Policy. The terms above address change of mind, which the Australian Consumer Law does not require the Academy to refund.

A person who disagrees with a decision about their booking may request a review under the Complaints and Appeals Policy. This does not restrict any external consumer or legal rights available to them, including the right to contact the Queensland Office of Fair Trading.

Related legislation and standards

Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))

Note. These terms are intended to operate alongside all laws and contractual obligations that apply to Büchner Haus Academy at the relevant time. If there is an inconsistency, the applicable law prevails.

Policy review and continuous improvement

These terms will be reviewed at least annually, and earlier where legislation, course offerings, delivery arrangements, feedback, incidents, complaints or identified risks indicate that a change is required. Material changes will be communicated to affected attendees as soon as practicable.

Contact us

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