



BRIDAL FREQUENTLY ASKED QUESTIONS

1. I just submitted my bridal form — what's next?

Once your bridal form is received, our bridal coordinator will review it and send an invoice to your email. The invoice will include a breakdown of services for each guest, the total for the full party, 20% gratuity, and any applicable travel fees. The email will also outline your next steps, including payment instructions and important reminders.

2. When do I need to pay the 50% deposit?

Once you receive and approve the invoice, you'll receive a self-pay link to pay a 50% deposit. This deposit must be made before any services are officially reserved for your date. We cannot hold or guarantee services without a deposit.

3. When is the final payment due?

The remaining 50% balance is due 14 days before your wedding date. You may make changes to your invoice (adding/removing services or guests) up until 15 days before the wedding date. After the final invoice is approved and paid, no refunds will be issued for cancelled services. If the final payment is not made on time, the card on file will be charged 13 days before the wedding services.

4. How much do bridal services cost?

- Bride's Hair: \$164
- Bride's Makeup: \$189
- Hair for all other guest: \$108
- Makeup for all other guest: \$133
- Bride's Hair Trial: \$86
- Bride's Makeup Trial: \$96

A 20% gratuity will be automatically added to all services. All makeup services include false lashes and application if you'd like them.

5. Are trial reservations included in the invoice?

Trial reservations are included in your initial invoice. Once your 50% deposit is paid and your services are reserved, our bridal coordinator will help you schedule your trials. If you'd like to schedule your trial before paying the deposit, you may do so—but please note that services are not guaranteed for your wedding day until the deposit is made.

6. When should I schedule my trial reservations?

We recommend booking your trial reservations 1–3 months before your wedding. This provides time for feedback or adjustments while keeping the look fresh in everyone's minds. We can also align your trial with events like your engagement shoot or bridal shower, if you'd like.

7. Is a trial required?

Yes, a trial is required for both hair and makeup. This ensures a smooth wedding day experience by allowing your stylist to plan appropriately and complete your look within the designated one-hour time slot for each service.

8. Should I bring anything to my trial reservation?

Yes! Please bring:

- Inspiration photos for hair and makeup
- Any hair accessories, veil, or jewelry
- A photo of your wedding dress or full look
- Clean, dry hair and a makeup-free face

The more details you provide, the better we can bring your vision to life.

9. Can I bring my own hair or makeup products?

Absolutely! You're welcome to bring your own products—especially if you have sensitivities, allergies, or a preferred lip color for touch-ups. Just let us know in advance.

10. Can I purchase the products used on me during my service?

Yes! We sell all of the products used by our stylists and makeup artists. Many brides choose to purchase their lip color, setting powder, or hairspray for touch-ups throughout the day.

11. What makeup brand do you use?

We use Jane Iredale, a high-performance, skincare-focused makeup line. It offers long-lasting wear, clean ingredients, and skincare benefits. Jane Iredale is cruelty-free, dermatologist and sensitivity tested, non-comedogenic, and free of synthetic fragrances. The line has an inclusive shade range to beautifully match every skin tone.

12. Do your stylists and makeup artists work with all skin tones and hair textures?

Yes! Our team is experienced in working with all hair textures (including ethnic and textured hair) and skin tones, as well as mature or sensitive skin. Please share any preferences or special needs on your bridal form so we can pair you with the best artist for your vision.

13. Can I do a trial before paying the deposit?

Yes, you can schedule your trial before making a deposit. However, please be aware that your wedding day services are not reserved or guaranteed until the 50% deposit is paid.

14. Will there be a hair and makeup schedule for the wedding day?

Yes! You can send us your preferred service order (who goes first, last, etc.), or we'll create a schedule for you and send it for approval. A clear schedule helps ensure your morning is smooth, relaxed, and timely.

15. How long do services take on the wedding day?

Each hair and makeup service takes approximately one hour. The number of stylists we send will depend on your timeline and guest count. Services at the salon can be completed more quickly because we can assign more stylists.

16. Can I make changes to my services or guest list after I've paid the deposit?

Yes! You can add, remove, or adjust services up until 15 days before your wedding. Your final payment will reflect these changes. No refunds will be issued for changes made after the final invoice is paid.

17. What happens if someone cancels last-minute?

Changes are allowed until 15 days before your wedding. After that, the invoice is final. If someone cancels after the final payment, no refund will be issued, as that time was reserved for the stylist and likely cannot be rebooked.

18. Do you offer onsite services?

Yes! We offer onsite services based on stylist availability. There is a \$100 travel fee per stylist for venues within one hour of the salon. For every additional 15 minutes of travel, an extra \$25 per stylist is added.

Pro Tip: The more time you allow us to get ready, the fewer stylists we need to send—resulting in a lower total travel fee.

19. How far in advance should I book my bridal services?

We recommend booking 6–12 months in advance to secure your ideal date and stylist. However, even if your wedding is sooner, fill out the bridal form and we'll do our best to accommodate you based on availability.

20. Can guests that aren't receiving services do their own hair and makeup in the salon?

Due to state board regulations, only licensed professionals may perform hair or makeup services inside the salon—even on themselves. This policy is strictly enforced to maintain our licensing and liability standards.

21. Can we bring outside food or alcohol?

Because our salon has a food and beverage license, outside food and alcohol are not permitted. However, we have a full-service cafe and can help coordinate a pre-order to make your morning easy and fun!

22. What time should everyone arrive on the day of the wedding?

We ask that all guests arrive at least 15 minutes prior to their scheduled appointment time. This helps ensure everyone is checked in, comfortable, and ready to begin on time.

23. Why do I need to provide my bridal party's full names and phone numbers?

We require each guest's first name, last name, and phone number so we can create accounts in our booking system. If services are at the salon, we also send out parking passes and instructions via text the morning of the wedding, making accurate contact info essential.