

# FREQUENTLY ASKED QUESTIONS

## HOW FAR IN ADVANCE DO I HAVE TO BOOK?

Bridal Services are very high demand. In the course of a year, there are only so many dates available to accommodate these types of events. Covid has also made this demand higher. We recommend booking services 8-12 months in advance (particularly if your date is in “prime time” between April and Oct.).

## WHAT IS THE BOOKING PROCESS?

Once the date of service, time frame, and price are confirmed, we require a signed contract and NON-REFUNDABLE booking fee to secure your date. This must be paid within 2 business days of booking for your quote to remain valid.

## WHAT ARE YOUR RATES?

Our rates are competitive with other professional makeup artists based in the Minneapolis/St. Paul area. These prices are based on our level of expertise in the field, elite customer service and high-end products.

We also prefer to provide personalized quotes because we offer many specific, tailored services, and because travel costs will differ. For a customized estimate please visit our website and click on the INQUIRE NOW tab.

## DO YOU HAVE A MINIMUM SERVICE REQUIREMENT?

For Wedding services, we have a minimum requirement for booking onsite artists. This includes the bride in addition to 4 other services.

For example; Makeup is 1 service. Services such as lashes, airbrush, and hair extension placement are add-on services and do not qualify towards service count.

## IS A TRIAL INCLUDED IN THE PRICE?

Yes. When you choose a Bridal Package, the price includes a trial. All other services are priced a la carte. This allows you to select and pay for only the services you actually want. This is something to keep in mind when comparing to other service providers.

## WHEN IS THE TRIAL SCHEDULED?

Typically, the Artist will contact you 6-8 weeks prior to coordinate, however you may schedule sooner if you'd like. Trials are performed at a location of your choice on Mondays through Thursdays to accommodate Artists' weekend wedding schedule. An additional fee may be required if a weekend is requested or the location is more than 20 miles from city's center (see How does the Travel Fee work?)

## IS GRATUITY INCLUDED?

Yes. 20% gratuity will be applied to all services and detailed on the Final Invoice (Gratuity is not applied to Travel Fees or any service add-ons the day of the Event (ex. airbrush, lashes, hair extension placement). Any additional gratuity is not expected but certainly welcome.

## HOW DO I PAY?

For nearly all hair/makeup clients, we accept a check or credit card payment (which can be taken right in our "Simply Engaging" booking portal). For wedding clients, we require final payment be made two weeks before the wedding date. Any services added on the day of the event (time permitting at the artists discretion) can be paid directly to the corresponding artist, day of, gratuity not included.

## WHEN DO I PAY FOR THE SERVICES?

**All Payments are due, no later than 14 days prior to service date. We accept all major credit cards.**

### The Booking fee (\$100 non-refundable)

To secure an Event requires only a \$100 Deposit. The Deposit allows us to assign artists to your Event and ensure you're covered. The Deposit does not go towards your service total. The Deposit is non-refundable and canceling the Event, forfeits the Deposit.

### The Final Invoice

Final Invoice (remaining balance) will be sent 6 weeks prior to and due no later than 14 days prior to the scheduled Event date.

## WHAT TYPE OF TRAVEL IS INVOLVED? DO YOU COME TO MY HOUSE AND TO THE EVENT SITE?

We are an on-site hair/makeup agency, meaning we will do all services at the convenient location for your event. This includes your home or venue.

## HOW DOES THE TRAVEL FEE WORK?

Travel Fees are assessed to any location more than 25 miles from the center of the major metropolitan area. The center is an estimate and varies from region to region. Travel Fees start at \$25 and increase \$1 with each additional 1 mile. (Ex. 50 miles = \$50 Travel Fee per Artist) Travel Fees are a charge intended to

individually compensate each Artist for their time as well as travel expense. Once Artists are assigned, the travel fee may be adjusted based on the actual number of Artists required. Extended distances or early ready times may require hotel accommodations/parking as well.

## IS PARKING INCLUDED IN YOUR PRICES?

If you are getting ready at a venue where a parking fee is involved, then a parking fee is added to the final invoice. We typically use valet parking at hotels because of its logistical simplicity. If you are getting ready at a private residence or somewhere that has no fees or parking restrictions, the fee will not apply.

## HOW SHOULD I PREPARE FOR MY HAIR/MAKEUP SERVICES?

After deciding on a mutually agreeable pre-wedding trial date, we will send you a preview service prep guide which will explain how you should prepare skin/hair and tricks and tips to easier communicate your vision to your artist. Once you have decided to book with us, we will send another prep guide that you can share with your wedding party to best prepare for wedding day services.

## WHAT CAN I EXPECT FOR MY WEDDING DAY TIMELINE?

We will provide a master schedule that will break down services and what artist is assigned. Start time depends on the type and number of services requested, as well as time constraints put in place by your venue. We typically book 45 minutes for our hair services, and 45 minutes for makeup. Please be aware that start times prior to 8am are subject to early fees. (\$100 per artist)

