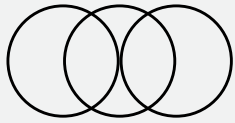
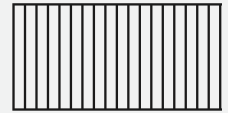
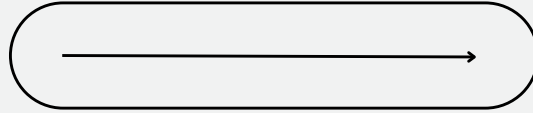


FAQ



PRETTY & SPICE

BOOKING QUESTIONS:

Are you available on my wedding day?

Send us an inquiry ! Request a quote via our website.

What are your booking requirements?

We require a signed contract and non-refundable \$25% deposit to secure your booking. Until both have been received, there is no guarantee that your date will be available.

Do you have a booking minimum ?

Booking minimum is 2 people for both hair and makeup or \$500 before taxes. If the services you want to book don't meet the minimum, the minimum will be charged.

What is the maximum size bridal party I can book?

There is no maximum, just take note of additional fee for needing 2nd and/or 3rd artists/stylists.

How can I get a quote?

Please go to our website and request a quote under "Contact Us"

How many artists/stylists do I need?

This is determined by 2 factors...

1. How many people are in your bridal party getting services done
2. What time everyone needs to be ready by

EX 1:

6-8 (or more) people for hair and makeup - need to be ready by 10am - 12 pm or earlier

- A second artist/stylist is required to avoid an extremely early start time

EX 2:

5-7 people for hair and makeup - need to be ready by 1:30 pm - 3 pm or later

- A second artist/stylist isn't required but can be requested

EX 3:

8 + people for hair and makeup

- A second artist/stylist will be required 100%.

If you are unsure, please contact us and we will help you.

How much is an additional Artist/Stylist?

Every booking will receive 1 MUA and 1 Hairstylist (smaller weddings [1-2 people] may only have one artist to do both hair and makeup). An additional \$75 + HST will be charged per artist/stylist.

What will happen if you can't make it on my wedding day?

We will always find a replacement artist/stylist if an emergency arises.

Can I make changes to my booking?

Once you have signed the contract and made your deposit, no deductions (number of people) can be

made.

If you want to add onto your booking, we will try our best to accommodate your request. Ultimately, it will depend on timing for the day of the wedding. See contract for more information.

What is your cancellation Policy ?

Cancellation fees are based on length prior to the wedding. Please see cancellation rates below.

1 year or more prior to the wedding - 10% of total balance quoted upon booking

1 year prior to the wedding - 25% of total balance quoted upon booking

6 months prior to the wedding - 50% of total balance quoted upon booking

3 months - 1 month prior to the wedding - 75% of total balance quoted upon booking

1 month or less prior to the weddings - 100% of total balance quoted upon booking

TRIALS

Do I have to have a trial? Can I book without one?

No, you don't need a trial. However we highly recommend one for many reasons.

Yes, you can book without having a trial.

Reasons:

- To make sure you are 100% happy with the hair and makeup style you chose as well as the artist/stylist assigned to you.
- To see how your skin reacts to products (longevity of products - some people's skin rejects certain foundations, everyone is different)
- To see how your hair holds (whether we need to curl and pin your hair for better longevity, if you want more or less texture, more or less volume, etc)
- To wear the look for a day and take notes of what you like or dislike. Take note of things you want to do the same or change for the day of.

Where do trials take place? How long are they?

1. At my in-home studio in Thorold
2. 1.5 hours for 1 service (hair or makeup) 3 hours for both hair and makeup (THIS WILL BE LONGER THAN DAY OF - gives us a chance to chat and make any adjustments)

When should I book my trial?

We recommend no later than 2 months before the wedding. If you have a summer wedding, usually we like to get you in for your trial before “wedding season” takes off as our availability becomes less.

What should I do to prepare for the trial?

Arrive with a clean, makeup-free face. You can use your daily skincare routine products only. As for your hair, please wash and blow dry it the day before your trial.

Do I have to bring anything to my trial?

If you have a veil or a headpiece, please bring them! If you want, you can bring any jewelry you'd like as well, but that's not required.

If you have any specific makeup or skin care products you want us to use, please bring them.

Lastly, Inspiration photos! Please take a couple of moments to find some photos of what you'd like your hair and makeup to look like.

Will the artist/stylist from my trial be the same for my wedding day?

Yes, if for some reason the artist/stylist is no longer available, you will be contacted and further arrangements will be made.

If you do not like the artist/stylist that has been assigned to you, please contact Emily and you will be

assigned to another artist/stylist. Don't worry, you won't hurt our feelings! Everyone has a specific look/style they want!

Do I have to be the bride to book a trial?

Absolutely not. Anyone can book a trial for hair or makeup. See our price list for rates.

MAKEUP + SKIN CARE PRODUCTS

What beauty products do you use?

We use a wide variety of makeup brands as every brand offers different qualities of products. We strive to find the best-performing foundations, concealers, powders, etc. Some examples are MAC Cosmetics, Tarte, NARS, Temptu (Airbrush Makeup), Sephora Collection, Urban Decay, Morphe, Rare Beauty, and Charlotte Tilbury.

Rest assured that waterproof mascaras and eyeliners will always be used

Do you have any products for sensitive skin?

Yes, however, we ask that you please disclose this information before booking if possible. Giving the artist the heads up of any allergies or sensitivities is extremely important.

We have a plethora of skincare products and makeup products that are suitable for sensitive skin. Some fragrance-free and hypoallergenic brands we use include Eau Thermale Avene, La Roche Posay, The Ordinary, etc.

Make sure to tell the artist before booking and also before starting the makeup application.

Do you use cruelty-free / vegan products?

Yes, we have many products that are. We use brands such as Tarte, ELF, Urban Decay, Too Faced, etc.

We cannot guarantee that all products are 100% cruelty-free and or vegan

If you are concerned, make sure to make a note upon booking to let us know this is a requirement so we can plan accordingly.

What cleaning products do you use?

Before every wedding, makeup brushes are cleaned with a clarifying shampoo (Amika) for a deep clean and air-dried on a sanitized surface.

In between clients, alcohol spray and/or brush cleaners are used to sanitize.

Will my makeup last all day?

Yes, we always make sure to use quality setting sprays throughout the makeup application. Also a good reason for a trial is to see how makeup stays on your skin.

How long can I wear the lashes/ are they permanent?

Lashes should be taken off at the end of the day/night. No, they are not permanent / lash extensions that will last for weeks.

What kind of lash glue do you use?

Duo, Kiss, or house of Lashes - We offer Latex free glue for sensitive eyes

What style of lashes do you use?

We have many different styles of lashes. All of our makeup artists will have a good range from natural to very dramatic to choose from.

Can I use my own lashes? Will I be charged an application fee?

Yes & Yes, a \$10 + HST application fee will apply.

Can I have you use my own makeup?

Yes, if you want us to use a specific product, that is no problem. Unfortunately, no discount will be given.

Do you have the right makeup/makeup skills for my skin tone?

Yes, we have all foundation shades available. Yes, we have over a decade of experience working with all skin tones and textures.

If you have any concerns regarding this, please notify us.

HAIR

What hair products do you use?

Only salon-quality products are used. Amika, Oasis, Joico, Paul Mitchell, Kenra, etc

Do you provide hairpieces?

We have samples to practice with during trials. If you would like to purchase the sample piece, the price will be based on the item.

Do you provide hair extensions?

No, we only apply clip-ins for an additional cost. We can help you purchase extensions and give you our suggestions/recommendations.

AIRBRUSH

What is airbrushing?

Airbrushing is a unique way to apply foundation. Airbrush makeup uses the power of compressed air to mist foundation gently across your skin to create a flawless application and lightweight feel.

Why is airbrush different from traditional makeup?

Airbrush makeup is **silicone-based**, which means it's more water-resistant than regular makeup. Meaning, it will withstand sweat, tears, hugs, and kisses throughout the day. We always recommend airbrushing for warm/summer months.

What type of coverage does airbrush give?

Extremely light to full coverage is easily achievable with airbrushing.

When would you recommend someone to get Airbrush over traditional Makeup?

- If you love full coverage but hate the heavy cakey feeling. Airbrush gives full coverage without the cake.
- If you don't normally wear makeup and aren't used to having product on your face, you will love this lightweight application
- If you are prone to sweating, airbrushing formulas will be your best friend!
- If your wedding is during the summer months or late spring/early fall, I suggest airbrush for the water-resistant formula
- If you want the full luxury glam experience for your big day, opt for airbrushing !

Who should not opt for Airbrushing?

- If you have dry and patchy skin, there is a risk of the airbrush enhancing it.

** If you are worried about airbrush not looking good on your skin, book a trial with us **

RATES, FEES + PAYMENTS

What's your standard rate and what does that include?

We have a base price that does not include airbrush or lashes

Pretty & Spice Package includes airbrush & lashes

Base price can have a la carte items added on

See Full Price List, available on our website.

Do you have a travel fee?

Yes, for Niagara Region - \$0.85/km +HST

If you require additional artists, the rate will increase to \$1.60/km + HST

What additional fees may be applied to my booking?

Parking, if applicable.

Early Morning, start time before 8 am

2nd/3rd Artist/Stylist (\$75 + HST/artist/stylist)

Waiting Time

See contract for more details

Do you provide a touch up kit? Is it included?

Yes, a touch up kit is provided to every bride and is complimentary.

Are prices plus HST?

Yes, all prices will have HST.

Can I pay on the day of my wedding?

No, we require the total balance to be paid 1 week before the wedding.

DAY OF WEDDING

How long do you need per person?

Makeup - average 35-45 minutes per person (depends on makeup style)

Hair - average 45 minutes - 1 hour per person (depends on style & length)

How long do you stay on-site?

We will arrive 15 minutes before start time to set up and we will stay until everyone is completed.

On-site touch-ups are available at an hourly rate of \$100/hour + HST

What will my start time be?

A start time will be given to you once the number of people getting services and the time to be ready by has been confirmed.

COMPANY INFO

How many years of experience do you have?

Emily, the owner, has over 10 years of industry experience.

Some team members have anywhere from 5-20 years of experience.

How many team members do you have?

We currently have 6 hair stylists and 4 Makeup Artists. We will be adding more to the team in the very near future !

If you know of anyone who has bridal hair and/or makeup experience and wants to join a mobile team, they can apply via our website!