

Spoilt Rotten

HAIR & BEAUTY STUDIO

Everyone deserves to be Spoilt Rotten

Macarthur's Most Awarded Hair & Beauty Salon



Mobile Wedding Hair & Makeup

SPOILT ROTTEN™ WEDDING INFO GUIDE 2011

It's Your Wedding Day

Spoilt Rotten Hair & Beauty Studio offers:

- ✓ Stunning Hair Styling for the Bride and her bridal party
- ✓ Flawless Makeup for the Bride and her bridal party
- ✓ **FREE** Mobile Salon Service (within Macarthur Region)
- ✓ **FREE** Spoilt Rotten™ Bride Gift Pack (incl. Survival Kit valued at \$99)
- ✓ 50% Deposit to secure Wedding Date and Time
- ✓ Bride Trial Satisfaction Guarantee (Full 100% Deposit Refund if you are unhappy with your Hair & Makeup Trial for whatever reason)
- ✓ We take booking up to Two Years in Advance for Peace of Mind
- ✓ We use only professional makeup brands designed for wedding photography (Harlotte, Evolve, DMKC, M.A.C etc)
- ✓ Full Written Quote Upfront – No Obligation & No Hidden Charges
- ✓ Price Guarantee (once deposit has been paid)
- ✓ Our Staff are Highly Trained in Wedding and Bridal Hair & Makeup
- ✓ Our Team will Arrive On Time and Leave On Time
- ✓ Award Winning Salon – Our awards speak volumes

Pricing

Price Per Person	HAIR ONLY	MAKEUP ONLY	HAIR & MAKEUP
BRIDE TRIAL	\$80.00	\$80.00	\$120.00
BRIDE	\$95.00	\$95.00	\$190.00
BRIDESMAID	\$85.00	\$85.00	\$170.00
JNR BRIDESMAID	\$50.00	\$50.00	\$100.00
FLOWERGIRL	\$20.00	\$20.00	\$40.00
MOTHER	\$75.00	\$75.00	\$150.00
EXTRA PERSON	\$65.00	\$65.00	\$130.00

TRAVEL FEE

We do not charge a Travel Fee if your "Getting Ready" address is within the Macarthur Region.

If outside the Campbelltown, Camden and Wollondilly Council regions of NSW, a Travel Fee may be added to your Quote. Many factors contribute to calculating your Travel Fee, depending on; the distance from our salon, how many staff are required, petrol, vehicle wear and tear, plus any tolls or parking fees which we may be charged to get to your "Getting Ready" location.

SUNDAYS, PUBLIC HOLIDAYS & OUTSIDE NORMAL TRADING HOURS

We will do our best to accommodate your request, provided you have given us sufficient notice. Our salon is closed on Sundays and Public Holidays. However we do accept Wedding enquiries for these days, but cannot guarantee staff availability due to pre-arranged holidays and personal family commitments.

Example: Our normal trading hours for a Saturday is 8am to 4pm. If you require us to start prior to 8am, or need us to work later than 4pm, an extra fee will be added to your Quote.

Terms & Conditions

100% BRIDAL TRIAL SATISFACTION GUARANTEE

We understand that your pre-wedding hair & makeup trial is extremely important. Upon booking your wedding hair & makeup with Spoilt Rotten Hair & Beauty Studio, we are so confident that you will love what we do, that we personally guarantee it.

If at any time during your pre-wedding hair & makeup trial you are not entirely happy with your hair and/or makeup, and you do not wish to have the team from Spoilt Rotten Hair & Beauty Studio perform hair and makeup for your Wedding Day, your 50% Deposit (which has already been paid) will be fully refunded.

No hard feelings!

Note: Our Pre-Wedding Trial Guarantee is only valid if this decision is expressed during your trial. This guarantee is only valid and money refunded if a full 50% deposit has been paid to book the date of your wedding.

FREE BRIDE'S GIFT PACK

When you book your wedding hair & makeup with Spoilt Rotten Hair & Beauty Studio, you (the bride) will receive our exclusive Spoilt Rotten™ Bride Gift Pack which is valued at over \$99! This gift pack will be available after a successful pre-wedding trial, as colour choice has to be confirmed and ordered specifically.

Your Spoilt Rotten Bride Gift Pack includes:

FREE Harlotte Garter (choice of Pink & White, Blue & White, or Pink & Black)

FREE Harlotte Lippie Pot (fits inside your Harlotte Garter, for touch-ups)

FREE Book "How to be a Beautiful Bride"

FREE Survival Kit (items at our discretion) packed in a clear zipper cosmetic case.

Hair & Makeup Trial

WHAT DOES A HAIR & MAKEUP TRIAL INVOLVE?

A pre-wedding trial consists of a personal consultation in our exclusive hair & beauty salon at Smeaton Grange, during business hours. We will discuss styles of make-up and hair, plus all the details of your wedding from dress colours, to flower choices and photographer arrival times. We will take into consideration if you are wearing a veil or tiara, if it is an indoor or outdoor ceremony, location of wedding photos, if you will be travelling in a closed top or open roof car.

You will then have your hair and make-up styled as per your consultation. We recommend your pre-wedding hair & makeup trial take place approx 6 weeks before your wedding date, but it can be sooner if you prefer. Upon completion and payment of your trial, you will be eligible to receive our exclusive **Spoilt Rotten Bride Gift Pack**, which will be available for collection at our salon, once colour choice has been confirmed.

Pre-wedding trials are conducted in our salon from Tuesday to Fridays, during business hours. We like to leave Saturdays and Sundays free for weddings. However, should you work during the week and require your pre-wedding trial on a Saturday, this may be possible if it is your Hen's Night, and we have no weddings booked that weekend. Your pre-wedding trial can be booked at any time, once your 50% wedding day deposit has been paid. Remember we have a 100% Deposit Refund Guarantee if you are not happy with your trial.

Please allow 2-4 hours for your pre-wedding hair & makeup trial. We ensure that everything is discussed in detail and work together with you to create your perfect look. This is the reason we allow double the time your hair and makeup would normally take on your wedding day for your trial, so we can get it just right.

We will take a few photos of you of the finished look for our records, and will email you these photos for your own records.

Hair & Makeup Trial

HOW TO PREPARE FOR YOUR HAIR & MAKEUP TRIAL

Please have your hair cleaned and dry, with no haircare products.

Please have your face cleaned and dry, with no skincare products.

Please bring any photos or pictures of the look you would like us to achieve.

We will discuss your hair and makeup requirements, and will go through some professional bridal hair and makeup books to get an exact idea of styles to suit both you and the theme of your wedding.

Full hair styling, as per your request and our professional judgement.

Full makeup application, as per your request and our professional judgement.

Please allow 2 - 4 hours for your trial.

We require a 50% deposit to confirm availability before we can book in your trial.

Deposit

As with any other appointment based business, we require a **50% Deposit** to book your wedding date with Spoilt Rotten™ Hair & Beauty Studio. Should you later decide cancel your booking, then our Cancellation Policy will take effect and a Cancellation Fee may be charged.

This practice is no different to your Ceremony Venue, Celebrant, Reception Venue, Florist, Photographer, Car Hire, etc. and we appreciate your cooperation and understanding as we would have turned away numerous clients.

By accepting our Quote and paying a 50% deposit, you accept our Cancellation Policy.

Cancellations

For cancellations of confirmed bookings, the following conditions apply:

- If you are not happy with your Hair & Makeup trial, and you wish to cancel your booking, your Wedding Day Deposit will be fully refunded if this decision is expressed during your trial whilst still in the salon. No exceptions.
- If you wish to cancel your confirmed booking before or after your trial, provided more than three months notice is given, your Wedding Day Deposit will be fully refunded, less a \$100 cancellation fee.
- If you wish to cancel your confirmed booking before or after your trial with less than three months notice is given, we will refund 50% of all monies paid.

Contact Us

We prefer email as the main form of contact as we cannot always answer our salon phone when we are with other customers. The benefit of email is everything is clear and in writing, and all messages are recorded in your “inbox” and “sent message” folders of your email account. Plus, when we aren't with a customer, we do most of our administrative work online during the day and after business hours and can usually reply to your email within one business day, usually within minutes.

REQUEST A QUOTE & HOW TO BOOK

Simply use the **Wedding Enquiry Form** on our website which will tell us some details about your wedding day at www.spoiltrottenstudio.com.au/weddings.php . We will email you back with confirmation that your wedding date is still available (or not), and provide you with a full written Quote, including payment details.

Like all good wedding providers, we can book out up to 24 months in advance, as we usually have several brides all requesting the same date, and we can only provide a mobile wedding service to one or two Bridal parties per day. Please fill out the Wedding Enquiry Form as soon as possible, to avoid disappointment.

Generally as a rule, if you know the date of your wedding, and have an idea on the theme and style of your Wedding, and you know how many people require hair and makeup, and what role they are in your wedding, then you are ready to contact us.

Once you are ready to book Spoilt Rotten™ Hair & Beauty Studio, a 50% Deposit is required to secure your wedding date, and we can then organise your pre-wedding hair and makeup trial. Payment of the Deposit is acceptance of our Terms & Conditions. Please see our Cancellation Policy for terms and conditions.