

Heathers Hairport Salon & Spa

Bridal Service Policies

PAYMENT

A payment of 50% of the total charges of ALL appointments is needed to schedule your wedding services. The remaining 50% balance is due on or before your actual wedding date.

APPOINTMENT SCHEDULING

When calling to book a wedding day event please ask for Sarah (manager) or Heather (owner) as they have the most knowledge in how these services are planned, and processed. In order to accommodate your service and appointment requests for you and your party, it is imperative that arrangements are confirmed with Sarah or Heather at least 14 days prior to the wedding day. Our salon services are often booked far in advance and changes within 14 days may or may not be possible, but we will do everything possible to accommodate any changes as long as there time, and availability with our stylists. We greatly appreciate your efforts to finalize all service needs as early as possible in your planning process. Your party may not be booked unless there is a deposit made on the date of initial booking. Please tell all members of your bridal party to arrive 15 minutes prior to all of their scheduled appointments.

PRETRIAL APPOINTMENT

We recommend you schedule an appointment for a trial run for your hair, and or makeup. We book an hour for each pretrial hair appointment, and makeup appointment which allows 2-3 styles for each service. When coming in for your pretrial appointments you will need the following items with you... your headpiece or veil (if you have one), and a picture of the hairstyle you are trying to achieve or something similar. If after you have your pretrial appointment and still do not feel accomplished in your desired result you may book another appointment with your stylist, but note that the next appointment will be at a regular rate as was your first pretrial appointments.

EXTRA FEES

Anyone in your party who books as a Blow Dry , and decides to switch to an up do or has an appointment for an up-do and changes to a blow dry will be charged accordingly (given there is appropriate time for service change). Anyone who arrives for an up-do appointment with wet hair will be charged for an extra fee for a blow dry (again, given if there enough time for the stylist to do so).Not every stylist does Up Do work, therefore it is extremely important to make sure appointments are 100% correct at time of booking. If you decide to have your wedding party off site and have our stylists travel to you, the costs of any service is doubled, and depending on the destination and mileage there may be an additional mileage charge. Any appointments booked before normal salon hours (9am) will have an extra additional fee of \$25.00 added to each service requested.

REFUNDS & CANCELLATION

Any client or clients that would like to cancel their appointments prior to 72 hours of the event will be refunded their full deposit. All clients who cancel their appointments WITHIN 72 hours of the event will receive NO deposit refund. The bride will be charged in full for all services booked for any person(s) who does not show up for their scheduled appointment times. For members of the wedding party that do not show up for their scheduled appointment services, there will no refund given. Any person who is running late in your party will be given ONLY the remaining amount of time slotted for their services, but WILL be charged Full Price of the service, Regardless of the time spent with the stylist. Please discuss times, and directions with your bridal party to ensure that everyone is running on the same timely manner.

Once you have agreed and signed the above documents, we ask that you send, and go over the policies and appointment times for each and every person in your bridal party. It is imperative that everyone in your bridal party is aware of certain procedures and protocols to ensure that everyone achieves their desired look and feel the day of the wedding, and MOST IMPORTANTLY that everyone has a Great Experience as well as a fun time.

PLEASE NOTE ALL WEDDING SERVICES WILL HAVE A 20% GRATUITY ADDED TO THEM AT TIME OF CHECK OUT. THIS INCLUDES MANICURES, PEDICURES, MASSAGE, FACIALS, MAKE-UP, WAXING, AND ANY HAIR SERVICES.

Some Helpful Hints....

- * When coming in to the salon for a scheduled Up-Do PLEASE come in with clean (hair washing is NOT recommended), and completely dried hair
 - * We recommend all members of the bridal party wear a button down shirt at time appointments.
 - * Would I or any of my party like makeup services as well?
 - * Would we like manicures, and or pedicures....?
 - * Would I like a pre-trial for my hair, and or makeup....?
 - * Would our grand-mothers, or mothers like hair, or makeup.....?
 - * Would we like Eyelash Application.
 - * Clip-In Hair Extensions are available for order. Please discuss with us at time of Pre-Trial.
 - * Would you like a table for you food, and beverages

