

FREQUENTLY ASKED QUESTIONS

GENERAL & SERVICES

FAQ

GENERAL

01.

HOW DO I FIND YOUR STUDIO?

Please download our directions and parking info [here](#) or watch our video on how to locate us here. [View Video.](#)

02.

CAN I JUST STOP BY YOUR STUDIO?

While we would love to meet you, our studio is by appointment only. Should you have any questions, please email us at hello@kensingtonmakeup.com

03.

CAN YOU GIVE ME A QUOTE FOR MAKEUP SERVICES?

Of course!

Please complete this form entirely so that we can provide you a custom quote.

[Inquire here!](#)

04.

WHERE CAN I GET PRICING INFORMATION FOR BRIDAL MAKEUP AND HAIR SERVICES?

You can download our rates [here](#)

All of our prices are also conveniently located on our website

F A Q

G E N E R A L

05.

WHAT IS THE DIFFERENCE BETWEEN PACKAGES?

Besides price, the difference of our bridal packages is what is included in the experience process you select. Review our packages to know all the details and what is included.

06.

CAN I MIX AND MATCH PACKAGES?

At this time, we do not offer the feature of mixing and matching any package options.

07.

WHEN DO I BOOK HAIR AND MAKEUP FOR MY WEDDING?

Ideally, 8 months-1 year prior to your wedding. Popular makeup and hair artists tend to book out well in advance. If you are planning 6 months or less, let's get started today!

The team books up to 12 to 18 months in advance. Dates can quickly be sold out. We will always follow up should we get another request first.

Once you have secured a venue and date, we advise that you should book hair and makeup right after. We have great photographer recommendations as well, just ask!

F A Q

G E N E R A L

08.

I TRIED CALLING YOU AND COULD NOT REACH ANYONE

We cannot wait to talk to you! We do have designated admin hours. Often times you can find us working on locaton. Keep in mind we are a small team on the back-end to best serve you.

Have a question?

Email us for a quicker response at hello@kensingtonmakeup.com

or book a call [here](#)

09.

ARE YOU ABLE TO DO A VARIETY OF SKIN TONES AND HAIR TEXTURES?

Absolutely! Artists are professionally trained to cater to global shades of skin tone and hair texture. We take this very seriously and will never tell you to bring your own foundation (unless you have a specific allergy or request).

10.

HOW LONG HAVE YOU BEEN DOING MAKEUP/HAIR?

Kensington Makeup has been established since 2008.

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11.

HOW DO I KNOW YOUR ARTISTS AND STYLISTS ARE QUALIFIED?

All of our artists are professionally trained, licensed, and experienced.

All artists have been handpicked exclusively and meet a high expectation criterion to continue on the team.

Check out their portfolios here. Coming Soon!

12.

DO I NEED TO COME INTO THE STUDIO TO DO A CONTRACT?

No, everything is done electronically via our CRM system, Honeybook.

13.

HOW MANY HOURS SHOULD I EXPECT SERVICES TO TAKE?

Average day of beauty services range 5-6 hours on location. We can curate a customize bridal beauty schedule for you! If you need less time, let us know!

14.

WHAT TYPE OF MAKEUP DO YOU USE?

We carry a variety of pro and high-end luxury brands. Products range artist to artist. If you have an allergy, sensitive skin or special requests in terms of products used or ingredients, please let us know.

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15.

HOW DO I SECURE MY DATE?

Once we gather enough information on the services you need for your big day, we will draft a service agreement for you. You will be able to view, sign, and pay a 25% retainer to complete the booking contract, conveniently available online through our Honeybook portal at your convenience. After booking you will receive a pre-wedding questionnaire where we will collect all the pertinent information, we need to coordinate your wedding day details. The next step, if you haven't already, is to book your trial run.

16.

I WANT TO PICK MY OWN ARTISTS

While we absolutely love when brides request specific artist(s), we cannot always guarantee that they will be available. Of course, we will always do our best to honor all requests.

17.

THE ARTISTS I WANT IS NOT AVAILABLE

Ah bummer! That is okay, we will help fit you to an artist(s) based on the package selection and overall inspiration photos. Having a large team allows us to help create a customized experience with the selection process.

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GENERAL

18.

WHAT IS YOUR CANCELLATION POLICY?

A 25% non-refundable / non-transferable retainer secures your wedding day, 50% non-refundable and non-transferable for special event or corporate event.

All cancellations must be submitted in writing by the client directly. No cancellations will be accepted by any third party representative.

Any and all cancellations of 60 days or more prior to the event date will not owe anything. Any cancellations within 60 days or less will be subject to remaining amount owed.

19.

I NEED TO POSTPONE MY WEDDING

Oh no! We are so sorry to hear that but understand that things happen.

If you need to change the date, you there will be a postponement fee due upon change of date request. Valid for one year.

If you do not plan on postponing, you can use your retainer as credit on file.

F A Q

S E R V I C E & M I N I M U M S

20.

DO YOU HAVE A MINIMUM FOR ON-LOCATION SERVICES?

All Saturday weddings have a booking minimum of
Bride Hair and Makeup + 4 Hair and 4 Makeup Minimum

If you are unable to meet this requirement, just ask! You never know the possibilities we may have available!

Corporate / Commercial
Two hour Minimum

Special Events:
Two Service Minimum on-site
High Season Saturdays between the time of 6:00AM and 2:00PM are subject to the same Saturday wedding minimums

21.

WHAT IF I CAN'T MEET THE MINIMUM? DO YOU OFFER JUST HAIR AND MAKEUP FOR THE BRIDE?

If you are unable to meet this requirement, just ask! You never know the possibilities we may have available!

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SERVICE & MINIMUMS

22.

DO YOU HAVE A MAXIMUM AMOUNT OF SERVICES?

Nope! Again, being the largest hair and makeup company in Arizona we have a team large enough to accommodate big wedding parties.

23.

MAY WE USE A HAIR STYLIST OR MAKEUP ARTIST FROM ANOTHER SERVICE PROVIDER FOR OTHER MEMBERS OF THE WEDDING PARTY?

Yes, we don't require you to book our team for both services. You can book us for just makeup, just hair, or both. Additional Rates and Auto-Gratuities may apply.

24.

WHY IS THE BRIDE MORE EXPENSIVE THAN EVERYONE ELSE?

The price of the bride includes lashes, our time leading up to the wedding day, and everything that is included in each package breakdown. We also build in the travel fee to service your party on-location. The higher price for the bride covers travel costs within a 40-mile service area.

FAQ

SERVICE & MINIMUMS

25.

WHO QUALIFIES AS AN BRIDAL PARTY WHEN IT COMES TO YOUR RATES?

Attendants are anyone besides the bride. Bridesmaids, mother of the bride, aunts, grandmas, future in-laws, and even guests of the wedding wanting services. Whomever needs makeup or hair services for your wedding day, we'd love to help.

26.

WHAT IF I AM DISSATISFIED WITH MY HAIR AND / OR MAKEUP TRIAL?

Oh no! We hate to hear that. Honesty is the best policy. If at any time you're unhappy with your trial, speak up! It won't hurt our feelings. We will work out a solution to find a look you love. This is your wedding day; we want you to love it!

We do offer trial guarantees. Should you be unhappy with the results of your trial, we will honor a complimentary re-trial with another artist. Should you wish to change the bridal package, additional rates and fees may apply

27.

CAN YOU DO MEN'S GROOMING ON THE WEDDING DAY?

Absolutely! Find men's grooming rates on our list of services [here](#)

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SERVICE & MINIMUMS

28.

DO YOU OFFER MAKEUP FOR MY REHEARSAL DINNER?

Yes, absolutely! Availability may be limited, as we have other weddings on the date of your rehearsal. Please reach out as soon as you're ready to book this service and we'll do our best to accommodate you (and your party).

29.

DO YOU OFFER MAKEUP FOR ENGAGEMENT PICTURES?

Yes, absolutely! Please Note: Saturday appointments are usually not available during the high season due to our on-location wedding services.

Let us know and we will do our best to work with your schedule.

Engagement photos are considered Special Event services. Trials are reserved to test out the hair and makeup looks for your wedding.

30.

DO YOU OFFER MAKEUP FOR BOUDOIR PHOTOS?

Yes, absolutely! Please Note: Saturday appointments are usually not available during the high season months due to our on-location wedding services. Let us know and we will do our best to work with your schedule.

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SERVICE & MINIMUMS

31.

DO YOU OFFER ON-LOCATION SERVICES FOR SPECIAL EVENTS OR JUST WEDDINGS?

We offer hair and makeup services for any special occasion you have. You can come to us, or we can come to you at an additional rate.

32.

CAN YOU DO EYES OR FOUNDATION ONLY FOR MY BRIDESMAIDS? WHAT'S THE COST?

We can do only your eye makeup, but we don't offer partial face rates. The attendant rate would still apply to anyone getting makeup services.

33.

IS AIRBRUSH INCLUDED IN MY SERVICES?

Airbrush is included in the Chelsea and Kensington package. We also offer exclusive airbrush add-on options for your bridal party.

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PRICING & PAYMENT

34.

ARE BLOWOUTS INCLUDED IN MY SERVICES?

Blowouts are include in the Kensington Package. We also offer exclusive blowout add-on options for your bridal party. Blowouts must be requested in advance on the pre-wedding questionnaire to ensure proper staffing . Should the artist(s) arrive on the wedding day without advanced request(s), there could be a chance that they would politely be turned away and asked to go blow dry their hair.

35.

WHAT IS INCLUDED IN THE PRICE?

Lashes, on-location services (within 40 miles of the greater phoenix area), your own beauty coordinator and all-inclusive dry-styling. Dry-styling is the use of any form of hot tools on the hair.

36.

IF I DON'T WANT LASHES, IS THE PRICE DIFFERENT?

Lashes are included in the price of our services. If you prefer not to wear lashes, the price is the same.

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PRICING & PAYMENT

37.

WHY ARE YOU MORE EXPENSIVE THAN OTHERS?

We are a large, full-service bridal beauty team with nearly 15 years of wedding experience and 7,000 weddings under our belt. We take our jobs seriously and when you're happy, it gives us life! We will never cancel on you, ghost you, or take your money and disappear. Sadly, the beauty industry has been overrun with fly-by-night makeup artists who cancel on brides at the last minute. We're licensed and put your safety first. We're ethical and run our business with the utmost integrity so you can enjoy one of the happiest days of your life.

See our [Google](#), [Wedding Wire](#), and [The Knot](#) reviews by clicking on each.

38.

WHAT TYPE OF PAYMENT METHODS DO YOU ACCEPT?

All services are paid via online invoice. We accept major credit cards and ACH payments from your bank account via our online portal.

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PRICING & PAYMENT

39.

HOW MUCH IS MY WEDDING MAKEUP DEPOSIT/RETAINER TO HOLD MY DATE?

25% of total contracted services. Balance is due one week before your wedding day. We ask that you do not submit your final payment before your due date.

40.

DO I HAVE TO PAY IN ONE SUM OR CAN EVERYONE PAY INDIVIDUALLY?

To secure your services, a service agreement of the entirety of services is due at the time of signing. As your wedding day approaches all information must be received for us to send individual invoices to your attendees. All individual invoices are due 60 days prior to the wedding, as our headcount and deductions cannot be made within forty-five days. All invoices are subject to an automatic 20% gratuity.

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PRICING & PAYMENT

41.

HOW SOON DO I NEED TO BOOK MY WEDDING MAKEUP AND HAIR?

We can't hold a date without a signed agreement and retainer. The sooner you know your date, the better.

The team books up to 12 months out and goes quickly.

Once you have secured a venue and date, we advise that you book hair and makeup right after. We have great photographer recommendations as well— just ask!

42.

DO YOU CHARGE TAX?

No, we do not charge tax.

43.

DO YOU OFFER DISCOUNTS?

We do not offer any discounts for individuals or groups.

44.

ARE YOU GOING TO STAY UNTIL AFTER THE CEREMONY IN CASE I CRY?

Your time is selected in your pre-wedding questionnaire and is mutually agreed to. If you would like us to stay until after the ceremony, we can add that service at an additional fee. No problem. Or you can purchase touch-up products for peace of mind (and to take with you on your honeymoon).

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PRICING & PAYMENT

45.

IS MY DEPOSIT/RETAINER REFUNDABLE IF I CANCEL?

No. Your deposit/retainer is non-refundable in the event you decide to cancel.

46.

CAN YOU ACCOMMODATE INDIVIDUAL INVOICING?

Yes we can! All individual invoices are subject to auto gratuity of 20% and are due 60 days prior to your wedding day.

47.

WHAT IF SOMEONE BACKS OUT OF SERVICES?

If someone backs out of services that you have already paid a retainer on, we're not able to refund the retainer portion. If you are more than 60 days out from the wedding day, we will take the portion of their services out of the balance due. Within 45 days, you will still be responsible for the entirety of the service agreement to pay the full balance due. If someone backs out of services within 45 days of the wedding, regardless of the reason, we ask a friend or other family member to take their spot.