

# *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](mailto: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 SPECIAL EVENT MAKEUP AND HAIR SERVICES?

You can download our rates [here](#)

**All of our prices are conveniently located on our website**

# F A Q

## G E N E R A L

05.

### 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](mailto:hello@kensingtonmakeup.com)

or book a call [here](#)

06.

### 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).

07.

### HOW LONG HAVE YOU BEEN DOING MAKEUP/HAIR?

Kensington Makeup has been established since 2008.

# FAQ

## GENERAL

08.

### 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!**

09.

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

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

10.

### HOW MANY HOURS SHOULD I EXPECT SERVICES TO TAKE?

Average day of beauty services range depending on your final headcount. We can curate a customize beauty schedule for you! If you need less time, let us know!

11.

### 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.

# F A Q

## G E N E R A L

12.

### HOW DO I SECURE MY DATE?

Once we gather enough information on the services you need for your event day, we will draft a service agreement for you. You will be able to view, sign, and pay a 50% retainer to complete the booking agreement, conveniently available online through our Honeybook portal at your convenience. After booking you will receive a pre-event questionnaire where we will collect all the pertinent information, we need to coordinate your event day details.

13.

### WHAT IS YOUR CANCELLATION POLICY?

A 50% non-refundable and non-transferable retainer secures your event day.

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 30 days or more prior to the event date will not owe anything. Any cancellations within 30 days or less will be subject to remaining amount owed.

# FAQ

## SERVICE & MINIMUMS

14.

DO YOU HAVE A MINIMUM FOR ON-LOCATION SERVICES?

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

15.

WHAT IF I CAN'T MEET THE MINIMUM? DO YOU OFFER JUST HAIR  
OR MAKEUP SERVICES?

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

16.

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.

# FAQ

## SERVICE & MINIMUMS

17.

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

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

18.

ARE BLOWOUTS INCLUDED IN MY SERVICES?

Blowouts are included in your service. You can add a blowout option with the package purchase.

19.

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 remains the same.

20.

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.

# FAQ

## PRICING & PAYMENT

21.

### WHY ARE YOU MORE EXPENSIVE THAN OTHERS?

We are a large, full-service beauty team with nearly 15 years of experience and 7,000 weddings and events 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 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.

22.

### DO YOU CHARGE TAX?

No, we do not charge tax.

23.

### DO YOU OFFER DISCOUNTS?

We do not offer any discounts for individuals or groups.



# FAQ

P R E P

24.

## ARE YOU ABLE TO COVER TATTOOS?

Yes! Absolutely. We are experts at tattoo coverage. If you have a tattoo that needs to be covered, please email us a couple of photos of the tattoo you would like to cover, and we can quote accordingly.

Tattoo coverage takes time and sometimes longer than a normal makeup application. Tattoo coverage is not a permanent way to hide it. You will have makeup that will transfer over to your clothes or hand. Tattoo coverage starts at \$150, not including the product.

25.

## CAN YOU GET RID OF MY WRINKLES/PORES/FRECKLES COMPLETELY?

Makeup is not a magic wand, as much as we would hope! There are some tricks of the trade to help reduce or minimize the appearance of those pesky unwanted areas which we can assist with. If you are open to it, filler and Botox are a great alternative to help reduce lines and enhance certain features.

# FAQ

P R E P

26.

## ARE YOU ABLE TO COVER BLEMISHES/SKIN ISSUES?

The simple answer is yes. However, blemishes are often raised skin, and raised skin texture can still be noticeable even with coverage. We can take out the redness and discoloration, but we can't really flatten or change the texture of the skin.

27.

## WHO DO I CALL ON THE DAY OF FOR ANY LAST-MINUTE ISSUES?

You can reach us at **480-717-2077**.  
Please try reaching us the quickest via email at  
**hello@kensingtonmakeup.com**

# FAQ

## HEALTH & SAFETY

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### WHAT IF YOU GET SICK AND NEED TO CANCEL?

All of our KM Artists are highly trained. If an artist gets sick or tests positive for Covid and can't perform at your wedding, we will send another artist in their place.

29.

### IS YOUR KIT SANITARY? I'M FREAKED OUT ABOUT GERMS.

Infection Control, AKA, sanitation is our #1 priority! You'll see our team use freshly cleaned brushes and new disposables on each member of the bridal party. We wash our hands, use sanitizer between clients, and keep our metal tools clean with alcohol spray. Our policy is always to scrape our powders, plus we wipe down all surfaces. We never double-dip. Your safety is our priority. Even before Covid-19.

30.

### WILL YOU WEAR A MASK? DO I NEED TO WEAR A MASK?

As part of our infection control guidelines, some artists will wear masks at all times and in some cases a face shield. We know that you have loved ones who could be at high risk, and your health and safety is our top priority. Keep in mind that there is no mask mandate at this time, should you prefer that your artist(s) wear a mask, please be sure to reference on your questionnaire.

# FAQ

## HEALTH & SAFETY

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### WHAT HAPPENS IF WE GO INTO ANOTHER LOCKDOWN?

If we're not able to perform services due to the pandemic, your contract lays out specific procedures for rescheduling your wedding date or using your credit for future appointments. The contract protects you and our team. Please email or call for more detailed information.

32.

### WHAT IF SOMEONE FROM THE PARTY TESTS POSITIVE?

If someone tests positive from your bridal party, we will refuse services for that person. You're able to substitute another person for services in their place. There will be no refunds for attendants who don't get services within 30 days of your event.

33.

### WHAT HAPPENS IF SOMEONE IN MY PARTY TESTS POSITIVE AFTER THE EVENT?

Please let us know as soon as possible so we can put safety protocols in place and do additional testing. We will not knowingly perform services on anyone infected, but also ask that everyone receiving services would disclose if they test positive within 10 days after services.