

Leigh Mathews - Hair and makeup

Terms and conditions of service

FREQUENTLY ASKED QUESTIONS (FAQ)

What sort of style will suit me?

This is something I get asked often. It's important to remember what suits you. Weddings are a decision making time, so it can feel overwhelming. But don't let it. Just imagine you are going to an exciting function, like the Oscars. What sort of style would appeal to you for that? Think about the shape and cut of the dress, would it suit hair out or up? When you look back at yourself you want to just feel like a more gorgeous version of you. That's why trials are so important.

Start collecting images from magazines and from the Internet to bring with you. It all helps make that decision easier.

Will my hair hold curl if I have it all out?

You know your hair much better than I do, so trust what you know. If your hair drops curl, or a blow dry, unfortunately no amount of setting etc will help. It's quite a long day for longevity of a style, so factor that in. Having layers will help curls hold though, so if you are unsure by all means have a trial and see how it wears. If you have hair that holds, having hair out is one of my favourite wedding looks, just remember to factor in the elements.

How long before the wedding should I have my trial?

I recommend that you have your trial sooner rather than later. Once you've decided you're happy with the style and with my service, it gives you the chance to tick that box and move forward with other plans.

Also it gives you a chance to change your mind and have a second trial, if the hairstyle you chose didn't end up suiting you the way you had hoped, or didn't hold the way you had hoped it would.

Should I use hair extensions?

Hair extensions are a great tool that can completely change possibilities for you that previously might have been undoable. I both hire and sell human hair extensions. These can be cut or coloured to perfectly match your hair. They work particularly well for half up half down styles, and low buns or chignons. You can check out the pricing page for more details.

How do I best prepare my hair?

Having your hair in great condition is really important leading up to your wedding or special occasion. A lot of people grow their hair in preparation for the day, which is great. It is important however, to have had your hair trimmed and coloured prior to the day. Straggly ends are difficult to style and will not take curl well, and re-growth will show up in your photographs. After all the money and time you spend on wedding hair, it's these things that can adversely affect a beautiful outcome.

What do I need to know for the Wedding day?

It's really important that everyone in your party has clean hair for the wedding day. Oily hair really affects the results. I recommend two thorough shampoos and just a light conditioner on the ends, the night before. For people having a blow-dry I recommend washing on the day of the wedding. It's best to wear something easy to get off, not something that needs to be taken over your head. Most importantly, no straightening irons, as this can hugely effect any curls. If you have really curly, coarse hair, let me know and we can chat about ways around using a straightening iron.

Can I book hair but not make-up?

Yes most definitely. I do offer both hair and make-up, but on most weddings I work with a Makeup Artist for time efficiency. If you would prefer to use your own make-up artist that's no problem at all.

Will you travel to me on the day?

Yes, my wedding services are completely mobile. I do have travel fees depending on bridal party sizes and distance. These can be found in my terms and conditions. I don't travel for trials, only on the wedding day.

Do you have a salon?

Yes, I have a Studio Salon. I do all my trials at my salon. I offer all salon services that can prepare your hair for your wedding day including cutting, colouring, and treatments and hair extension colour matching. Check out the Price list page for costs.

Does it cost the same for a blow dry as regular styling?

Yes, a blow-dry is charged at the same rate as a regular up style. Over my many years of styling I've found that styling has changed a lot and many parties are deciding to have a blow-dry as their wedding style.

I don't charge more for thicker longer hair, time consuming up styles, or less for a short hair blow-dry. It's a per person rate regardless of the style.

How much time does each person take to do?

Each style varies in the length of time it takes to complete. I estimate approximately 45 minutes per style, including touch ups. This can vary, but is a guide and once you've chosen your looks at the trial, I can give you a more accurate time frame.

Acknowledgement of Terms and Conditions of Business

In making your booking with Leigh Mathews you agree to accept the terms and conditions of my service as described below, unless we have agreed differently.

Your satisfaction with my services is my priority, so please read this document carefully and feel free to contact me (Ph: 0425 309 844) to clarify any points.

Deposits

To confirm your booking a deposit of \$100 must be paid. This deposit is non-refundable but will be deducted from the balance owing on the wedding day.

I prefer payment via bank transfer if possible and will issue a receipt to confirm your payment.

Payments

The balance of the amount owing needs to be paid either in cash on the day, or else received by me via bank transfer before the day.

If you choose to pay cash on the day, the exact amount needs to be provided before the work commences. This avoids the possibility of an unwelcome distraction at the last minute with the bride having to rush about to organise payment when the focus needs to be on final preparation. It is easier for everyone concerned to get payment out of the way right at the beginning before starting work.

If paying by bank transfer (my preferred method) the transfer must appear in my account no later than the last business day before the wedding. If it has not then the balance will need to be paid in cash to me on the day. Any accidental overpayments will be refunded promptly.

Cancellations

If you cancel my services after confirming a booking, I have the right to retain your deposit at my discretion.

In the unlikely event that I am unable to do the work on your wedding day due to unforeseen circumstances, such as illness, I will be happy to arrange a replacement hairstylist for your day, and will refund your deposit.

Makeup Bookings

With large bridal parties I may suggest that the make-up work be undertaken by a professional colleague for reasons of efficiency and time availability. In such instances all questions regarding make-up, including costs, need to be agreed between you and the makeup artist. Although the make-up artist and I coordinate our work closely and conduct our trials together, we are separate businesses and bill our clients separately.

Travel Fees

The prices quoted for the Illawarra include travel between Stanwell Park and Kiama. Outside of these areas a travel fee of \$75 per hour is payable if the booking is for less than 5 people.

If you have a small bridal party (less than 5) but have other friends within a 10 km radius interested in having hair and make-up done at the same time, I will be happy to travel to them, to enable you to avoid a travel fee.

Disclaimer

Leigh Mathews can take no responsibility for adverse reactions to products used for styling hair. The onus is on you to inform me beforehand of any known sensitivities you may have to hair chemicals or treatments or make-up products suspected of having caused reaction problems in the past, so that I can avoid using them on you.

If a veil is required to be put in, I will be happy to do this for you so long as it can be completed before the agreed finish time. Otherwise you will need to make your own arrangements to have it put in.

The agreed finish time must be strictly observed because your wedding may not be the only wedding I am doing your day. For this reason it is highly desirable to nominate your preferred times when making the booking and, once those times are confirmed with me, that you subsequently adhere to them on the day.