

How do we share happiness?
We brighten someone's day by enhancing her skin, hair, and nails.

Regular beauty treatments such as facials, massages, and manicures help reduce stress and promote overall well-being.

How can you spread joy?
By making yourself happy first.
Pamper yourself with ECF's At-Home Beauty Salon Services.



HOW IT WORKS: Beauty Therapy

Step 1. Book a Session

Go to our Contact Us page and send us a message. Please choose Beauty Salon from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

After the initial conversation, we will prepare a quotation based on the required services and all the details you will need.

We strive to accommodate last-minute bookings but recommend finalising the reservation at least 7 days before the desired session date.

Step 2. Consultation and First Beauty Therapy Session

Before your first beauty therapy session, the therapist will call to understand your requirements and preferences.

List your current skincare products and ingredients to help your beauty therapist understand your routine and provide recommendations or adjustments.

Depending on your needs, we may suggest you undergo a comprehensive skin analysis by a healthcare professional. These professionals can offer guidance on proper skin care practices to enhance skin health and lower the chances of pressure injuries and skin tears.

On the scheduled first therapy date, your beauty therapist will arrive at your home at least 15 minutes early to review all the skincare information we have gathered so far.

Please communicate your skincare concerns to your provider. This will enable them to create a personalised treatment plan that delivers the results you desire. Your provider's objective is to ensure you have a positive experience and to address any questions or concerns, putting you at ease throughout the process.

Step 3. Deposit and Final Payment

A 20% deposit is required to secure the booking, and the remaining balance must be paid 3 days before the agreed session.

Step 4. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible. While we do have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account. We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher
Bank Name: NAB
BSB No.: 085-005
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

Step 5. Relax and Enjoy

Indulge in luxurious beauty treatments within the comfort of your own home.

If you need to contact us directly, please email us at ecfresidentialcleaningservices@gmail.com or call us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

FREQUENTLY ASKED QUESTIONS

Booking

Booking Confirmation and T&Cs

ECF At-Home Beauty Salon reserves the right to decline any booking that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

I confirmed my booking but didn't get confirmation.

If you haven't received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it's not there, please email us at ecfresidentialcleaningservices@gmail.com in case you entered your email incorrectly. You can also call us for assistance.

Can I book over the phone?

We request that all orders and/or bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at ecfresidentialcleaningservices@gmail.com or contact us

at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Do you offer same-day service?

We always strive to please clients, but this will depend on our availability.

Can you come over on weekends or public holidays?

We usually don't, but please let us know. We will see what we can do.

Cancellations

We understand that sometimes plans change, and you may need to cancel or reschedule the booking. We will do our best to accommodate your needs. Please let us know as soon as possible if you need any changes.

Please take note of the following cancellation policies for our at-home beauty salon:

- a. Confirmed bookings cancelled 3 days before the agreed date will forfeit the 20% deposit.
- b. Cancellations made within 2 days before the agreed date will incur 50% of the bill.
- c. Cancellations made less than 24 hours before the agreed date are payable in full.

Bookings can be rescheduled or converted to a 3-month gift voucher. The client will be charged the amount due from the original booking less the purchase price of the voucher. Refunds are not available for these vouchers.

Rescheduling less than 24 hours before the agreed time and date will forfeit the 20% deposit.

ECF eGift Vouchers

The ECF eGift Vouchers are available in denominations of \$100, \$150, and \$200. They apply to all ECF Cleaning and Other Home Services and are valid for use within 3 months.

If I buy an ECF eGift Voucher, how will it be received?

Once payment has been received, the ECF eGift Voucher will be delivered to the email address and mobile number of the person you have nominated. We will send you a cc copy of the gift announcement email.

What happens if the value of my service is more than the credit on the ECF eGift Voucher I received?

No worries. You can simply pay the excess amount via bank transfer.

What if the credit on my ECF eGift Voucher exceeds the value of my service?

We will apply the difference to your next service within 3 months.

Can I transfer my ECF eGift Voucher to another person?

ECF eGift Cards cannot be transferred to another person and are not redeemable in cash.

The Process

Why is it necessary for me to have a skin analysis before any skin treatment?

It is important to have a consultation and skin analysis with a professional skin specialist before starting a new skincare routine or treatment. This will help create a personalised and tailored treatment plan based on your skin type, concerns, and goals.

Our beauty therapists can determine your skin type and skincare concerns, like acne, aging, hyperpigmentation and more. The skin analysis will allow them to provide treatments and product recommendations safely.

How will I identify my Beauty Therapist?

Before your initial appointment, we will send you an email containing the Beauty Therapist's information, including full name, digital copy of the company photo ID with us, and mobile number. Even if you book a same-day appointment over the phone, you will still receive verifiable identification.

Before deploying any of our staff, we ensure that we have checked their credentials, including:

- Training Certificates
- Valid Photo ID
- Current Police Check
- NDIS (National Disability Insurance Scheme) Check
- WWC (Working with Children) Check
- Valid Australian Driver's License

Do I get the same Beauty Therapist every time?

To ensure service consistency, we make it a policy to assign the same Beauty Therapist to each client. We will do our best to match you with a Beauty Therapist you can rely on and be comfortable with as you get to know each other better with every service.

Should you wish to change your schedule or if your Beauty Therapist needs to attend to an urgent matter on the scheduled date, we will sort things out and notify everyone concerned by email and text as soon as possible. If possible and/or necessary, we will find a suitable replacement Beauty Therapist and send his/her details beforehand.

What safety measures do you have in place?

We follow strict sanitation protocols, including cleaning and disinfecting our tools after each use.

Do I need to prepare anything before the session?

Your Beauty Therapist will bring all the necessary tools and products. They will need a table for their kit and a chair for you to sit on comfortably.

Our professional organisational trolleys contain tool bags, skin products, capes, aprons, disposable towels, etc.

What should I do before a facial?

Wash your face. Consider taking a shower before your beauty therapist arrives. This helps to open your pores. Stay hydrated, but do not drink too much before your session. Please ensure you do not need to use the toilet during your session.

Before starting treatment, inform your beauty therapist about your medications and allergies.

Is there anything I shouldn't do before a facial?

Don't change your skincare routine a week before your appointment. If you do, you won't know if your post-facial results are due to the treatment or the changes you made.

- Refrain from intense or invasive skincare treatments such as facial masks, peels, peel-off masks, or exfoliating treatments. Discontinue chemical exfoliants and potential irritants at least a week before your scheduled treatment, as these can cause skin irritation when combined with facial treatments.

- Don't shave or wax treatment areas such as the brows,

face, lips, legs, or bikini line before a professional facial or body treatment, as this can make your skin extra sensitive.

- Avoid threading or tanning 24 hours before your facial as these services can cause sensitivities and possible reactions to the products used during treatment. If you have sunburn on your face, we recommend rescheduling your facial.

- Don't schedule your appointment too close to a major event; you could experience redness or peeling for a few days afterwards.

- Don't drink caffeine too close to your appointment time. It can cause facial twitching or make it hard to relax.

Is there anything else I should do before a beauty therapy session?

Child Policy. We love children, but because our beauty therapists work with sharp tools and chemicals, we kindly request that children under 10 be supervised by another adult around the session area. Our priority is maintaining a safe work environment and creating a relaxing atmosphere for our clients.

Do you have a minimum charge?

We have a 2-service minimum for our travelling Beauty Therapists to come to you.

Safe and Professional Beauty Therapy in the Comforts of Your Own Home

ECF's Travelling Beauty Therapists can reach most metropolitan areas of Adelaide, including the CBD and the northern, eastern, and western suburbs.

Do you charge for travel?

We charge an additional amount for travel beyond 30 minutes from the CBD, which may be included towards the minimum charge. We will include this information in the initial quotation.

Payment and Billing

How do I pay?

We accept bank transfer payments only.

A 20% deposit is necessary to confirm the booking. Full payment must be made 3 days before the session.

How do I get a receipt for my payments?

After we receive confirmation of your payments, we will promptly email you the receipts.

Complaints and Feedback

I'm not happy with the service I got.

We hope it doesn't happen, but we want to know about it if it does. Please email us at ecfresidentialcleaningservices@gmail.com, and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

How do I contact you in case of a legitimate claim?

Please email us at ecfresidentialcleaningservices@gmail.com within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.

