

ECF travelling hairdressers are available for women needing perms or blow-dry services and men looking for simple buzz cuts, all in the comfort of their own homes. These professionals come prepared with the right tools and expertise, making each grooming experience enjoyable, even for small children.

Getting a haircut in an unfamiliar place can overwhelm many kids, especially those with sensory processing difficulties. The new environment, a stranger cutting their hair, the sight of scissors, and the sounds from a shaver can be distressing, causing many children to refuse haircuts.

A home hairdresser and regular visits can help the child feel more comfortable with haircuts.



HOW IT WORKS: Travelling Hairdressers

Step 1. Book a Session

Go to our Contact Us page and send us a message. Please choose At-Home 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 Hairdressing Session

We will arrive at your home at least 15 minutes earlier on the agreed date to ask questions and learn your requirements and preferences.

Our hairdressers will discuss your desired look, assess your hair type and condition, and provide recommendations to achieve the best results.

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

Relax and enjoy professional hairdressing services for the whole family in the comfort of your home in Adelaide with our team of highly experienced mobile hairdressers.

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 am to 5:00 pm Monday through Friday.

FREQUENTLY ASKED QUESTIONS

Booking

Booking Confirmation and T&Cs

ECF In-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 am to 5:00 pm 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 Beauty Salon eGift Cards

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 Beauty Salon eGift Card, how will it be received?

Once payment has been received, the ECF Beauty Salon Gift Card 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 Gift Card I received?

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

What if the credit on my ECF Gift Card exceeds the value of my service?

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

Can I transfer my ECF eGift Card to another person?

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

The Process

What is considered a basic haircut?

The elements of a regular haircut are edging, siding, and topping. Edging refers to the design of the lower edge of hair growth from the sideburns around the ears and across the nape. Siding refers to the design of the hair on the back and sides between the edge and the top.

How will I identify my hairdresser?

Before your initial appointment, we will email you the hairdresser'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 hairdresser every time?

To ensure service consistency, we make it a policy to assign the same hairdresser to each client. We will do our best to match you with a hairdresser 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 hairdresser 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 hairdresser 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 hairdresser 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, hair products, capes, aprons, disposable towels, and protective floor covering.

Is there anything else I should do before a haircut?

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.

How long does a basic haircut take?

If you're simply getting a trim to maintain your current style, it can be completed in 20 to 30 minutes. However, for a standard haircut, where you want to change your style slightly or get a fresh look, you can expect it to take 30-45 minutes to an hour.

Can I show you pictures of the hairstyle I want?

Our hairdressers would love to see pictures of the hairstyle you want. If you haven't decided yet, we can also bring pictures to help you choose. These pictures will give us a clear idea of the look you are going for, allowing us to give you options based on your current hair colour, hair condition, and facial features.

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.

Should I wash my hair before you come?

Washing your hair before a haircut is not necessary. We can shampoo and condition it before we cut it, but if you wish to save time, you may do so.

Will my price be cheaper if I don't want shampoo or a blow-dry?

Yes.

Adjustments

We guarantee all our work. If you need an adjustment within the first 2 weeks, we'll redo the service for free.

Do you have a minimum charge?

We do have a 2-service minimum or the equivalent of \$100 for our travelling hairdressers to come to you.

Safe and Professional Haircutting in the Comforts of Your Own Home

ECF's Travelling Hairdressers 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.