

A little self-care goes a long way
in reducing stress and promoting well-being.

A manicure or pedicure can help you relax and improve
nail and skin health.

Welcome to ECF's Mobile Nail Services!



HOW IT WORKS: Manicure & Pedicure

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 15 days before the desired session date.

Step 2. Consultation and First Manicure and Pedicure Session

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

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

Now, you can experience high-quality and soothing nail care in the convenience 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 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:

- Confirmed bookings cancelled 3 days before the agreed date will forfeit the 20% deposit.
- Cancellations made within 2 days before the agreed date will incur 50% of the bill.
- 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

Benefits of Nail Care

Getting a manicure and pedicure offers numerous benefits. These include exfoliating dead skin cells to keep skin soft and unclog pores, preventing infections, improving blood circulation, releasing muscle tension, and promoting overall well-being. Regular pedicures also help maintain foot health and provide relaxation and self-care.

What is included in a basic manicure?

A basic manicure includes trimming, shaping, filing, buffing your nails and refreshing your cuticles. Typically, regular nail polish is applied at the end of this treatment, but you can choose gel polish for an additional fee.

What does a basic pedicure include?

A simple treatment that includes foot soaking, foot scrubbing with a pumice stone or foot file, nail clipping, nail shaping, foot and calf massage, moisturiser and nail polishing

How will I identify my nail technician?

Before your initial appointment, we will send you an email containing the nail technician's information, including their full name, digital copy of their company photo ID with us, and mobile number. 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 nail technician every time?

To ensure service consistency, we make it a policy to assign the same nail technician to each client. We will do our best to match you with a nail technician 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 nail technician 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 nail technician and send his/her details beforehand.

Do I need to prepare anything before the session?

Your nail technician will bring everything she needs to provide great service.

Our prices include travel, a portable manicure table, good lighting, towels, comfortable raised stations for clients to rest their hands on, cotton wool and pads, orangewood sticks, nail clippers, nail files and buffers, polish remover, cuticle nippers and tools, soothing creams and oils for both hands and nails, and an assortment of polish choices to suit every client's tastes.

Should I shower before or after the manicure and pedicure?

Clean nails are grease-free and free from residual dirt or dead skin cells. Showering before your pedicure will cleanse your feet with soap and prevent odour.

Is there anything else I should do before a manicure and pedicure?

You should refrain from waxing or shaving your legs for at least 24 hours before your session to avoid potential skin abrasions and the risk of infection.

Child Policy. We love children, but because our nail technicians 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 clients.

What To Do After a Manicure and Pedicure

Extra Drying Time. Our less toxic nail polish takes longer to dry, up to 24 hours. Your technician will check your nails and offer advice. After a pedicure, avoid enclosed shoes or socks to prevent smudging.

How long does a basic manicure take?

A regular or basic manicure typically takes about 30 minutes. This includes the time the nail technician takes to shape your nails, push back or trim the cuticles, apply a base coat and nail polish colour, and finish with a top coat.

Do you have a minimum charge?

We have a 2-service minimum for our Travelling Nail Technicians to come to you.

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

ECF's Travelling Nail Technicians 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.

