

Advice Sheet

BOOKING YOUR APPOINTMENT

We recommend that you start viewing and trying on wedding gowns approximately nine to twelve months before your wedding day and you should order your gown a minimum of six to eight months before your wedding day. We will always welcome you should your timescales be less than this, however note that our normal lead-times are 16-20 weeks for your gown to be made to order for you, and you also need to allow time for fittings and alterations, so anything ordered outside of this window will be subject to an express charge (and is subject to our workrooms' capacity).

The Madeline Isaac-James boutique is open from 10am to 5pm Monday to Saturday. We also offer viewing appointments on Thursday evenings and Sunday mornings (both by prior appointment only and only for viewing and trying on gowns). Saturday appointments do tend to get booked weeks in advance, so if you wish to visit on a Saturday, please arrange your appointment as soon as possible by calling us on 01252 377725 or use the online enquiries form. If you need to cancel your appointment, please provide at least 24 hours' notice as we do often have a waiting list.

WHAT TO EXPECT AT YOUR APPOINTMENT

Madeline Isaac-James is renowned for its excellent service and friendly, welcoming approach to brides and their family members and close friends. Your appointment allows you exclusive use of our bridal lounge and fitting room and we always strive to ensure you have a relaxing, enjoyable experience. We encourage you to invite friends and family to your appointment however we recommend that you restrict your guests to no more than two or three if possible.

During your appointment, our bridal consultant will suggest gowns for you, based on her understanding of any preferences you have, the type of wedding you are planning, and of course, her many years' knowledge and experience in the bridal industry. We are also very happy for you to choose any gowns you have seen in our boutique. We do encourage you to keep an open mind wherever possible and be prepared to try on the different gowns suggested - some gowns may not have 'hanger appeal' but once you see them on, you may well change your mind!

We would respectfully request that you keep make-up to a minimum when trying on gowns, and if you wear fake tan, please do not book an appointment within a few days of having had a fake tan applied, as this marks the gowns.

PLACING YOUR GOWN ORDER

Once you have decided on your choice of gown, you will be asked to sign an order form which sets out the style, colour, size, any design changes, and price. Additional charges apply to design changes and if applicable, will be set out in your order form. You will be required to place a 50% deposit upon order placement (excluding accessories which are payable in full upon order placement). Please note that this deposit is non-refundable (except in accordance with your statutory rights and as set out in the order form).

FITTING APPOINTMENTS

Once your dress is finished we will contact you to arrange your initial fitting appointment. As with your initial appointment, please do not wear too much make-up or fake tan to your fittings. Please DO wear the shoes that you are wearing on your wedding day and your wedding day lingerie to ensure the fit is perfect for you. You will be required to pay any remaining balance on the day of your fitting and your gown must be paid for in full before any alterations are started. An estimate for alterations will be provided to you at the initial fitting appointment, which is payable when all alterations are complete. Our estimates are very accurate, however if you request additional changes subsequent to the original estimate, this will of course affect the price quoted.

Remember that Natalie and the team at Madeline Isaac-James want to ensure you have the best possible bridal gown experience, and we're more than happy to provide help and advice on anything related to your gown that is not covered in this advice sheet. If you have any further questions, please don't hesitate to ask us.