

Frequently Asked Questions

Do I have to make an appointment?

Yes. We work on appointment basis in order to book the fitting room out and provide a personal service for each bride.

Pls let us know in advance if you are not able to make the appointment / would like to re-schedule, to give another bride the opportunity to book a fitting.

Do you charge for dress Fittings:

Our Fitting Fee is R250 for 90 minutes, and includes a follow-up appointment/Fitting.

What are the cost of your dresses?

We have quite a variety of price ranges to cater for most budgets (from R2500 – R25 000, and everything in between). We normally have dresses on our SALE rail (end of range sample or pre-loved dresses, starting from as little as R2500). Please refer to each collection on the website, for an indication of the prices.

Do you offer rentals on wedding dresses?

We do have rental options available on dresses on the rails. Rental options are normally half the price of the buying option, and is applicable to sample dresses only. Alterations to Rental dresses are limited though.

Do you offer an alterations service?

Yes, we normally start with alterations around 6 weeks prior to the wedding. Alterations are at extra cost to the client and cost depends on what needs doing. Please ask your consultant for an estimate on alterations, so you can take this into account. Alterations are payable at least 3 days prior to collection of your dress.

Any Important information for the appointment?

- All fittings to be assisted by one of our Consultants.
- Pls try to limit make-up (if any), as make-up can stain the dresses.
- Pls try to bring/wear a strapless bra and some high heel shoes, even if you are not planning on wearing high heels on your wedding day (our sample dresses are quite long, and our shoes may not be used for dress fittings.).
- **PLS note our studio is NOT child friendly, therefore regret NO children under the age of 12 years are allowed in the studio (this is applicable to new appointments, follow-up appointments and alterations appointment).**
- Pls limit amount of people, attending the appointment with you, to 3 persons (We HIGHLY recommend that the bride attend the first appointment on her own though, as different people's opinions can make the fitting quite daunting for the bride.

What are your payment options on wedding dresses?

Rental Options –50 % initial payment to book the dress out (non-refundable). Balance payable within 2 months from initial payment (or prior to alterations, whichever comes first).

Buying Options – 50% initial payment for dresses in stock (non-refundable). Balance payable within at least 2 months from initial payment (or prior to alterations, whichever comes first). 60% initial payment on dresses to be imported (non-refundable), and balance payable prior to shipping to South Africa.

How long does it take to order a dress?

Dresses can be bought from the rails, and we will do the necessary alterations. In case we need to order a dress in for you, then we ideally require 5 months (4 months to receive order plus 1 month for alterations). Some suppliers have stock available or rush cut options, therefore pls ask your consultant to give you this information on a specific dress.

Do you offer a custom design service if I would like to get a dress designed?

Yes. We have an in-house designer, Natalia Trisolino, who can create your dress for you (made-to measure), based on your ideas / pictures.

Why are there dresses available on the internet for cheaper than what you offer?

Please be aware of counterfeits! By purchasing gowns on the internet, thru a non-authorized retailer, you will be receiving a counterfeit gown of much lesser quality that looks nothing like the original sample. Please do not let this happen to you as we have seen many internet dress disasters, and brides then have to fork out more money for another wedding dress. Rather let us assist you in finding an authentic, high quality wedding dress, within your budget.