



The Hen Fairy



## Step 1 – Initial contact

Upon your initial contact with us we will run through your exact requirements and answer any questions you have regarding your enquiry. We will then send you an accurate quote for your upcoming event.

## Step 2 – Event plan

You will receive an initial quote with the prices as requested, detailing exactly what The Hen Fairy can offer you and your event.

Within the quote it will have all the details of your hotel and activities, allowing you to understand fully what your weekend will entail. This will give you the opportunity to change anything to your booking, or add on another activity. Your party planner will be there to run through any questions and help with your requests you have, their aim is to make sure you are 100% happy before you book

## Step 3 – Booking Confirmation

Once you are 100% happy with the package and you would like to confirm, we will send you a confirmation email containing all the booking and payment details.

We wish to be as flexible as possible and for you to be confident your payment is 100% secure and safe.

Therefore we offer 5 different options to make your payment.

Payment accepted by- Debit or credit card by telephone,

Secure Payment link sent via your email, BACS transfer, Cheque or Pay Pal

Once you have made payment to secure your booking your party planner will email you your confirmation. Your confirmation will contain all relevant information needed for your weekend including full address, timings and important contact numbers.

## Step 4 – Final Payment

The final balance of your hen weekend is due 6 weeks before your booking, you can use either of our payment methods to pay this balance. Your party planner will be in contact with you to remind you, allowing you the time to collect the money from all members of your party.

## Step 5 – Pre-Hen Weekend

You will be assigned a party planner to look after your weekend to ensure everything is in order and runs smoothly. Your party planner will be available to answer any questions through out the booking period. He/she will be in contact with you 2 weeks before your booking to reconfirm all details for your weekend.

You will also be given a 24-hour contact number via email, to reach your party planner, just in case there are any last minute questions you have..

## Step 6 – Hen Weekend

You will be assigned a party planner to look after your weekend to ensure everything is in order and runs smoothly. Your party planner will be available to answer any questions through out the booking period. He/she will be in contact with you 2 weeks before your booking to reconfirm all details for your weekend.

You will also be given a 24-hour contact number via email, to reach your party planner, just in case there are any last minute questions you have

## Step 7 – After Care

You will receive an email from us, after your weekend, to check that you are 100% satisfied with every aspect of the process from start to finish. Customer satisfaction is extremely important to us so please ensure you let us know your feedback.