Now that we are all settling in our temporary new norm, we are reaching out and hope you are staying as safe as you can.

As a valued customer, we know that you want to shop at our boutique again. Your safety is very important to us. That is why we wanted to update you on the special measures that we will be practising:

- We ask customers to visit the boutique by appointments only.

- Mask/ face covering and gloves will be worn by staff when physical distancing is not possible.

- Customers are recommended to wear face masks.

- 1-2 guests allowed per-trying on.

- 10 person limit in store, at all times including staff.

- You may he asked to wait outside to limit capacity in store.

- Each garment will be steamed after tried on.

- Change rooms will be sanitized after each customer.

- Practice physical distancing when possible.

Please read the following information in order to avoid a VOIDED appointment.

Fashion Consultation:

- Please only shop with us if you are actively shopping for a dress since crowd sizes are limited.

- If you are under the age of 19 you require a legal guardian or parent present during your appointment.

Alteration Service:

-Face masks and gloves must be worn by customers requiring alterations.

- If you are requiring hemming services, please bring your dress shoes.

- If you require sizing measurements please bring your appropriate undergarments if they will be worn on your special day.

Pick-Up Services:

- In order to pick up your dress, customers must bring their receipts.

Customer Service:

- Most customer service inquiries are available over the phone. During this time we do not accept any exchanges. No refund. No exchange. All sales are final.

If we are not able to assist you over the phone please reserve an appointment. Our staff will he happy to assist you.

Please note that it is a requirement to sanitize your hands upon entry to the store. Customers MUST wear a mask while in the store. If customers do not have a mask we will sell them a mask for $1. Maximum 1 mask per customer. (Limited quantity available). We ask that a maximum of 2 people are allowed per appointment in order to encourage physical distancing while shopping with us.

Thank you for your understanding. We look forward to having you back at the boutique. We will do our best to ensure your safety.

If you have any questions please email us at ninascollection@rogers.com or phone at 905-896-9177.