

March 24, 2020

The Princess Bridal & The Princess Bridal ‘Off the Rack’ COVID-19 Update

The Princess Bridal remains committed to safeguarding the health and well-being of our customers, employees, contractors and surrounding communities. Due to the “Stay Home, Work Safe” announcement by the Harris County Judge Lina Hidalgo on March 24, 2020, The Princess Bridal is making the following changes effective immediately.

Daily Operations

The Princess Bridal and The Princess Bridal ‘Off the Rack’ stores will be closed effective 6:00 P.M. March 24th through at least April 3rd 2020 as ordered by Harris County Judge Lina Hidalgo. Due to the shop closures, the most effective way to keep in touch with us is through email communications at info@theprincessbridal.com. We will monitor the voicemail messages but due to the shop closures, an answer to your voicemail might be delayed.

Bridal Gown Pickup

The Princess Bridal and The Princess Bridal “Off the Rack” will be contacting customers who had scheduled a gown or accessory pickup during the impacted timeframe to make arrangements to fulfill your order. We are committed to ensuring the least disruption possible from our side in concerns to your special day.

Bridal Appointments

The Princess Bridal and The Princess Bridal “Off the Rack” will be contacting those brides who have an appointment during the impacted timeframe to reschedule your appointment. We remain committed to serving the areas bridal community and are currently keeping the online appointment calendar open for reservations after the current April 3rd “Stay Home, Work Safe” period. Due to the vague nature of the what the work environment might be after the current restrictions are lifted, we will be offering a schedule that adheres to the 10 person limit until we receive confirmation this limit has been lifted.

Order Status

For those brides who have placed an order for a gown or veil from The Princess Bridal, we will continue to process and receive gowns and accessories while we are closed. If you have any questions, please reach us at info@theprincessbridal.com.