

# EyeLash Extension Policy

## **ARRIVAL TIME**

*Please aim to arrive 5–10 minutes before your scheduled appointment time with clean/makeup free eyes and lashes. Extra time spent cleaning your lashes will mean less time lashing. If you arrive after your scheduled appointment time, it may not be possible to extend the time available for your booked service; if your service is shortened due to your late arrival, you will still be charged the full cost of the service.*

## **CHANGING YOUR APPOINTMENT**

*A minimum of 24 hours' notice is required to reschedule or cancel a booked appointment without penalty.*

## **SICKNESS OR FAMILY EMERGENCY**

*If you, or another person in your household, have an infectious or contagious illness, please contact us as soon as possible to reschedule your appointment for a later date.*

*For your safety and that of staff and other clients, please do not come to your appointments sick. If it is assumed you are currently sick, your appointment may be cut short or cancelled and rescheduled for when you are healthy again.*

## **CANCELLATION + NO SHOW**

*As a courtesy, appointment reminders are sent out 24 hours either by text, email or both. . There is a non-refundable \$30 booking fee, this fee goes towards the session unless you cancel or reschedule less than 24 hours before scheduled time. If an appointment is cancelled within 24 hours of your appointment, you will be charged 50% of your service as a cancellation fee.*

## **OTHER ARTISTS' WORK**

*New clients with extensions must schedule If your eyelash extensions were applied by another specialist please book a full set. To ensure the integrity of your natural lashes we do not work over. Thus if you are coming in for a Re-fill from another lash artist, then you agree that your current extensions may need to be removed and a new full set will be applied at the appropriate full set price.*

## **REFUND POLICY**

*You are paying for artist time, product and other expenses used to provide you with a service. No refunds will be given for any reason on services or products. If you are unhappy with a service, you may contact us within 36 hours of your appointment to discuss your concerns .*