



We want to make sure that you and all other guests are provided with a quality experience which is both timely and professional. To ensure reliable and consistent services for all of our guests, please be aware of the following booking and appointment policies.

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Appointment Policies:

★ 24 HOUR POLICY FOR CANCELLATIONS OR CHANGES:


If any changes need to be made to your appointment, please notify us **at least 24 hours** in advance in order to avoid additional charges. This allows us enough time to offer that time slot to another guest and notify our technicians of their new schedule so that they can plan their day accordingly. **Missed appointments (NO SHOWS) will be charged in full to the credit card with which they were held; appointments canceled or changed within the 24-hour window are considered LATE CANCELLATIONS, and you will be charged 50% of the service.** If we are unable to provide your service due to non-compliance of any of our appointment policies, it will count as a late cancellation and you will be charged accordingly. A credit card number is required to hold all reservations.

Please Arrive Early: Every appointment has an allotted time period reserved especially for that guest, and we want you to get the most out of your appointment time. If it is your first visit, please arrive at least 10 to 15 minutes before your appointment start time in order to complete all necessary paperwork without cutting into your session time. For all returning guests, please arrive at least 5 to 10 minutes before your appointment time to check in, get situated, and be ready to go for your full allotted session time.

Late Arrivals: Arriving late will cut into your session time and may result in additional charges if your appointment has to be cancelled. If you arrive more than 15 minutes after your appointment time, your appointment will be canceled and you will be charged 50% of the service fee, per our late cancellation policy (see below). Out of respect for other guests, we cannot cut into another guest's appointment time to make up for your lost appointment minutes if you are late.

 **2 Person Max per Room:** For purposes of safety and sanitation, we cannot allow anyone else into the service rooms other than (1) the Luxe Lash technician and (2) the person receiving the service.

***Children and infants** are not allowed in the service room. Children under the age of 12 must be accompanied by an adult who can supervise them in the lobby while you receive your service. We will not supervise your children and cannot be held responsible for any children—if you bring a child with you who is under the age of 12 and there is no one to supervise them, *your appointment will be canceled and you will be charged 50% of the service according to our late cancellation policy.*

 **Cell Phones:** For your protection, cell phones **MUST** be turned onto silent mode and put away in order to minimize distractions and potential hazards during all services. The application process for lash extensions requires *intense focus and precision on the stylist's part, and involves the use of pointed tweezers and medical adhesives* around the delicate eye area. Please be courteous and respectful of your technician's time and work by keeping your phone on silent until you have left the session room. We strive to provide you with the safest service possible and reserve the right to refuse service for non-compliance.

Deposits: We require up to a \$75 deposit from first time guests for all services which are regularly priced at \$150 or above (based on the regular price, not membership pricing). Recurring guests may also be asked for a deposit on full sets. The deposit is non-refundable, and will be applied towards your service. If you No Show or Late Cancel, your deposit will be forfeited. If we are unable to provide your service due to non-compliance of our appointment policies, it will also result in a forfeiture of your deposit.

Continued on back—please read both sides & sign.

We adhere to our policies.

Eyelash Services:

- **\$35 Makeup Removal Charge:** Please arrive **without any eye makeup** and do not curl your lashes on the day of your appointment. If at all possible, avoid applying mascara on the day of your appointment. If you do have mascara on, make sure to wash it off thoroughly *before* your appointment time, and do not use an oil-based makeup remover, as leftover oil residue may result in premature shedding due to a weaker bond between the extensions and your natural lashes. Do not use waterproof mascara or eyeliner. There is a **\$35 fee** if our technician has to remove eye makeup, and it may cut into your session time.
- **Corrections:** If you have any issues or concerns after your session is complete, please inform the technician and the front desk as soon as possible—we can address *most* issues at no charge within **three (3)** days of your appointment provided that you have followed proper after-care instructions. Any service follow-ups after the 3 day window will incur a charge.
- **Relashes:**
 - **If at any time you have less than 10 extensions per eye**, the purchase of a full set will be required.
 - **If it has been more than one month since your last appointment**, the purchase of a full set will be required regardless of how many lash extensions you have remaining—lash extensions need professional grooming by a qualified technician at least once per month in order to be in maintained in proper condition so that a relash can be applied successfully.
 - **We cannot guarantee the work of other salons**; if you already have eyelash extensions from another salon, there may be additional fees if the lash extensions were not applied correctly and need to be removed. The lash extension removal fee is \$35 for a partial set removal (10 to 30 lashes removed per eye) and \$49 for a full set removal (more than 30 lashes per eye). A full set must then be purchased.
 - Your natural lashes shed on a regular basis. To maintain the look of your full set, relashes are recommended every two weeks. Our technicians can only work with whatever time has been booked. If it has been more than two weeks since your last visit, we recommend that you book the next level up. For example, if you normally get a Simply Chic™ Relash and you need to book 3 weeks out, it is best to book the next level up (Oh So Glam™ Relash) to allow your technician enough time to catch you up.

Organic Spray Tan Services: Please arrive with clean, exfoliated skin (showering before is recommended.) Keep your skin free of lotions or creams of any kind on the areas to be sprayed. Our natural spray tan is aloe-vera based and requires 8 hours to set. Do not shower or do any exercises that cause you to sweat for 8 hours after your spray tan. We have an alcohol-based option, which sets in under 4 hours—if you want this option, you must request it at the time of booking. Bring **loose fitting clothes** to wear after your appointment, and preferably dark-colored clothing as some solution may rub off onto your clothing.

**If you use our online booking portal and are also booking an eyelash extension appointment for the same day, the lash extensions should be booked first and the spray tan booked second so that the tanning solution is not rubbed off!! Let your tan technician know that you just received lash extensions and they will provide eye covers to protect your lashes.

I understand and agree to all the terms of Luxx Lash's Appointment Policies.

Print Name

Signature

Date

For your convenience and ease of reference, these policies are included at the bottom of each confirmation email, which is automatically sent to the email we have on file for you each time that you book an appointment.