



## Terms and Conditions

### GENERAL

#### **Running late for your appointment:**

This will result in shorten your treatment time. However, the therapist will try her best to provide the best result possible in the reminding time.

Price cannot be discounted

#### **Change of booking duration:**

If you want to change your booking or decide to shorten your appointment, we require 24-hour notice. If you fail to do so the full booking price will be charged regardless.

#### **Children**

Please try to arrange a time where you are kids free to make your experience at our salon your time to relax.

At BeautyLashious Clients and Therapists are working close to each other therefore we try our best to respect each other's space and privacy.

Furthermore, our waiting area has only a limited amount of space and needs to stay available to our clients.

In the rare occasion that your Babysitter called in sick and you don't want to lose your deposit we can make exceptions. Please advise our therapists in advance so we may be able to service you at the back room where your children can sit in the staff area to not disturb other clients.

#### **Deposit:**





We will require a \$40 deposit to secure your appointment. For longer appointment 50% will be required. You can cancel or change your booking up to 24 hours prior to your appointment time.

A text message that will require a reply to confirm or cancel the appointment will be sent 24 hours prior to your booking.

It is your responsibility to keep the phone number up to date or make the salon aware if you are unable to receive or sent messages for any reason.

If we do not receive a reply within 12 hours to confirm the appointment, BeautyLashious has the right to cancel the booking. A notification will be sent to you by text message.

### **Cancellation policy:**

If you are unable to attend to your appointment, please contact the salon on the salon number immediately by text message or phone call.

If the appointment is cancelled with less than 24 hour notice, BeautyLashious has the right to redeem the deposit or if no deposit is taken like in Cairns, a cancellation fee applies. You will be notified via text or email

The salon cannot consider any private matters or emergency's that caused the cancellation.

### **Preferred communication:**

Here at BeautyLashious we are in high demand and therefor appointments are very time sensitive. To respect every once booking time and therapists' breaks, our preferred communication style is via text message.

We have dedicated phone times where our therapists are able to follow up on bookings, cancellations or any other inquiries.

For services, pricing and bookings you can find information's on our website, Facebook or Instagram.

### **Complains**

If you for any reason wish to make a formal complaint please contact our complaint department on [complaints@beautylashious.com](mailto:complaints@beautylashious.com)

Please do not argue with Therapist as they can only make limited decisions on certain matters.





## **Refund Policy**

**BeautyLashious does not offer refunds.**

## **Customer Satisfaction**

**In our consultation for any services we try our best to understand and create your desired result.**

**Our Therapists keeping up with modern trends, but we can make changes if requested.**

**Where possible we will create a simulation of the outcome before proceeding with the procedure.**

**It is your responsibility to communicate to the therapist if you wish to have changes made before proceeding or after the procedure where it is possible.**

## EYELASH EXTENSIONS

### **Treatment time for lash extensions:**

In your treatment time we include a regular lash cleans or prime, removal of grown out lashes, application of new lashes and time to take payment/rebook. We appreciate a smooth procedure.

Some procedure steps can take longer or shorter, therefore the appointment time can sometimes vary.

If your therapist runs more than 10 min late, we will add the missed time to your appointment.

### **Preparation for your Lash appointment:**

- Make sure you come with clean lashes so there's no delay on your appointment.
- Lash shampoo can be purchased online or at the salon.
- If you wore strip lashes in the last few days make sure all glue residue is removed thoroughly
- Infills are recommended every 2.5-3 weeks
- if you are a New client please arrive 10 min early to read and accept our terms and conditions and fill in our consent form
- If your lashes are fine or weak, our Therapist will recommend shorter extensions and smaller volume Fans. Please find a compromise with your therapist.





- Your therapist has the right to refuse service if no compromise is found and your deposit will not be refunded. Our therapist will always act in our client's best interest.
- If your therapist agrees to compromise in length and fullness you are aware that this can result in further lash loss and lash weakening. A lash serum is recommended but does not prevent lashes from weakening or falling out due to heavy lashes chosen.
- For your lash appointment laying still is required. If you fail to lay still, we cannot guarantee the desired fullness.
- If you use your hands while talking, it is recommended not to speak during the procedure to let our therapist concentrate on her work.
- Shaking eyes due to light sensitivity, general sensitivity, or coffee intake it can make it hard to work on lashes. Infill might be required more often.
- Oily skin, hooded eyes, hormone imbalance, poor aftercare can affect longevity of lashes and difficulty in lash application and may need infills more often.

### Common Questions:

#### How do my natural lashes look?

Unless you have pulled out lashes or lashes have been applied incorrectly your lashes are still the same. Each extension will preferably fall out with the cycle of your natural shedding of your lash. Feel free to ask your therapist.

For short or thin lashes we recommend shorter extensions or smaller fans and recommend a serum. If you going to have extensions for daily wear, serums are a great support to keep your natural lashes in a strong and healthy condition.

#### When to get a ½ set?

This is only for clients that are unsure about lash extensions or on a budget. ½ Sets last 2-3 weeks. Full sets last 5-6 weeks where gaps will be visible after 2.5-3 weeks

#### My lashes have been falling out more than usual

It can happen sometimes due to various reasons. If you experience excessive loss in the first few days you need to contact the salon within 3 days after your appointment. We will arrange a complimentary fix up appointment asap.

Otherwise

- it might be more natural lash shedding than usual (stress, change of season, hormones)
- your last appointment wasn't booked in with the appropriate time frame ( infill later than 3 weeks)





-the retention wasn't as great due to various reasons [see below Preparation for your Lash appointment]

### **Eyelash extensions recommendations**

All our therapists are highly professional and try their bests to give you 'the desired result. However, in some circumstances this can be challenged by the following. Therefore, we implemented our policies to educate and to avoid misunderstanding.

#### **Infill from other Salons:**

If you had your lashes done at another salon we are happy to do an infill, however we cannot do an infill if the therapist used cluster lashes, premade fans or stuck lashes together.

If you are unsure what lashes you have, we recommend to book a removal and New set.

If you book an infill but your lashes are stuck together, we recommend a removal on the day but won't be able to do a full set due to time limitation. **\*\*Booking price will be charged\*\***

In some cases, we maybe try to do an infill, but the result may not be as you desire and the lashes might not last as long.

#### **Recommended Products**

- If you want to wear mascara, we recommend our preferred brand, Pony Cosmetic Mascara, which is easy to clean and has peptide properties to strengthen your natural lashes. It has a tubular formula that prevents the mascara from running, giving you "panda eyes". However, as long as the mascara is water based it can be applied. Might affect longevity of lashes, make sure all residue is thoroughly cleaned before your next appointment.
- If you get your lashes done regularly a lash serum is recommended to keep your lashes healthy
- Lash shampoo including Brush available in store or online
- "Halo Face mitten" can be used to clean your lashes without getting tangled up due to its soft fibre form. No product is needed. Perfect for sensitive eyes.





- Dlux professional mascara is a sealant that can be applied daily to darken the extensions and protect the glue from breaking down due to environmental factors like sebum from your skin or dust and helps with the longevity of your extensions.
- Liquid eyeliner available in store, suitable with eyelash extensions

