

Flawless Lash Studio Policies

ARRIVAL

Please aim to arrive 5 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. All appointments have been designed to allow appropriate time for each service. Your late arrival might limit my ability to provide the fullest possible experience.

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APPOINTMENTS AND PAYMENTS

Services are provided by appointment only. It is recommended that an appointment be scheduled in advance to secure a convenient date/time. A credit card is required to hold your appointment, and stored securely in the Acuity/Square system. Cash and card are the only forms of payment accepted. Card payments are subject to a minimal fee.

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CHANGING YOUR APPOINTMENT

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

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CANCELLATION + NO SHOW

As a courtesy, appointment reminders are sent out **48** hours either by text, email or both. **If an appointment is cancelled or rescheduled within 24 hours of your appointment, you will be charged 50% of your service as a cancellation fee. If you reschedule or no show your appointment within 4 hours of your scheduled appointment time, you will be charged 100% of your service as a cancellation fee. If multiple late cancellations or no-shows occur, Flawless Lash Studio reserves the right to refuse service.** As stated above, a credit card is required at the time of booking in order to hold your appointment. This is to protect your time that is set aside especially for you, as well as to protect our time which books up quickly. In turn, I promise to keep appointments on time, give you my full and undivided attention and of course, the best lash work Austin has to offer!

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SICKNESS OR FAMILY EMERGENCY

If you, or another person in your household, has an infectious or contagious illness, please contact me 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. A one-time allowance of last minute cancellation or reschedule will be permitted for sickness or family emergency. After that, the cancellation and no show policy is in effect.

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REFILLS

Your natural lashes are constantly growing & shedding due to the natural growth cycle, and refills are needed every 2-3 weeks to maintain a full look. The length of the growth cycle differs from person to person, so retention will vary person to person. *Flawless Lash Studio offers different fill options based on the amount of time you book. No extra time will be spent. If you desire a fuller look its up to you to book more time.

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OTHER ARTISTS' WORK

If you currently have eyelash extensions on from another lash artist, there may be the possibility that your current extensions will need to be removed and put back on properly. Due to the unregulated nature of eyelash extension trainings, certifications and state board regulations, there are a lot of lash artists that have been improperly trained and at **Flawless Lash Studio**, my priority is your natural lash health and eye safety. Thus, if you are coming in for a touch up 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. This will be discussed and fully explained to you prior to any service being performed.

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AFTER HOURS APPOINTMENTS

Certain circumstances and seasons may leave you in a panic to squeeze in a last minute lash appointment that is outside of our normal business hours. After hours appointments may be available on a case by case basis for an additional **\$40** fee. Please contact me directly to schedule your after hours appointment.

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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 me within 72 hours of your appointment to discuss your concerns and if a fix can be done to address your concerns, it will be done so with a complimentary **30 minute express touch up** if it is at the fault of application or product. Any concerns addressed after 72 hours of your last appointment, or if you failed to follow the proper aftercare instructions, will be charged at full price for the service.

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Client Print Name

Client Signature

Date