

Appointment Policies

ARRIVAL

Please be on time to your appointment and arrive with clean/makeup free eyes and lashes. Extra time spent cleansing your lashes will mean less time for your scheduled service. If you arrive after your scheduled appointment time, it may not be possible to extend the time available. If your service is shortened due to late arrival, you will still be charged for the full cost of the service.

CHANGING YOUR APPOINTMENT

A minimum of 24 hours notice is required to cancel/reschedule a booked appointment without penalty. Please see "CANCELLATIONS" below for more detailed information.

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 mine, please do not come to your appointments sick. If it is assumed you are currently sick, your appointment may be cut short or canceled 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.

CANCELLATIONS

- Cancellations/rescheduling requests for any appointment with less than 24 hours notice will be charged 50% of the scheduled service fee while requests within 4 hours of the scheduled appointment time will be charged 100%.
- "No Shows" will be charged 100%.

A credit card is required at the time of booking and will not be charged unless the aforementioned has occurred. This is to protect your time which has been set aside especially for you as well as to protect our time, which books up quickly. In turn, We promise to keep appointments on time and give you my full and undivided attention.

ONLINE BOOKING

Appointments booked online are the sole responsibility of the booker. Any appointments made online that are not rescheduled or cancelled within the cancellation time frames will be subject to the cancellation policy. Appointments can also be rescheduled or cancelled by calling/texting 206 349-1223. Please note that the only way to cancel an appointment online is via the original appointment confirmation email that is generated when an appointment is booked. The booking system will not allow clients to cancel their appointment via said confirmation email with less than 24 hours notice. Please contact us if you need to make changes to an appointment that is less than 24 hours away.

APPOINTMENT REMINDERS

As a courtesy, appointment reminders are sent out 48 hours prior to your scheduled appointment time via email, text or both. I do not make outgoing phone calls to remind or confirm appointments. Please notify me if your email address or telephone number changes.

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 \$75 fee. Please contact us directly to schedule your after hours appointment.

REFUNDS/RETURNS

Brow and Lash professionals will provide proper and best quality of service as possible. If you are unhappy with a service, you may contact me within 72 hours of your appointment to discuss your concerns. If a fix can be done to address your concerns (due to faulty application), it will be done so with a complimentary 30 minute touch up. 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.

CHILDREN

Due to safety/liability considerations and limited space, children may not accompany you to your appointment as we cannot assure their safety in a professional environment.

PHONES

Please refrain from using your phone during your appointment. Due to liability issues and time constraints, we cannot read your text messages to you or tell you who is calling while you're on the table.