

EXTENSIONS BY JEN GUEST POLICIES

ALL GUEST POLICY: Please arrive on time for your appointment, and PLEASE communicate any issues, concerns, or happiness any time. I love compliments and making all my guests happy! If you have a concern, PLEASE communicate immediately, as I would love the opportunity to fix or troubleshoot. If I am not made aware, I won't be able to make you happy! Your health, safety, and happiness is my top priority! Policies can be changed at any time, and will inform you immediately if so.

PAYMENT POLICY: I accept cash, Zelle, Venmo, or Apple Cash. Payment is due upon service. Any late payments will be additional \$10 for each day payment is not received.

NEW GUEST POLICY: I ask that new clients arrive 15 minutes prior to appointment and bring paperwork completed and filled out so we can begin our consultation. If you do not arrive 15 minutes before your service, that time will be part of your service appointment. Please keep in mind we may have other appointments after yours. We will always do our best to accommodate you.

BOOKING FEE POLICY: 50% non refundable booking fee (via Zelle, Venmo, Apple Cash, or cash) of service is required to reserve appointment, and can be applied towards service unless 24 hour or no show applies then 100% of booking fee is forfeited and non refundable. I do not require a credit card on file, however, PAYMENT/BALANCE IS DUE UPON SERVICE. I strongly suggest pre-booking any fills, or set up standings, after your service before leaving to ensure you are able to get an appointment at the time and date needed so that you avoid any additional fees for retention loss/grown out lashes.

CONFIRMATION POLICY: Text confirmation IS A COURTESY REMINDER & may be sent Monday or Tuesday week of your appointment. Please make note and keep track of your appointments. IT IS NOT MY RESPONSIBILITY to remind you of your appointment. If you do not receive a text courtesy reminder confirmation, that is no excuse of a missed or no show appointment. Please ask if you are unsure of your appointment. I do not, and will never, automatically remove or cancel any appointment unless discussed and informed by both parties.

FILL POLICY: Fills are every 2-3 weeks, and are 45 minute appointments (depending on fill style). 3 weeks+ is additional \$25 per week after up to 6 weeks, 6 weeks+ may require a new set. Additional time is needed each week because more outgrown lash extensions need to be removed, and may cause less application time.

LATE POLICY: If you are running late we ask that you let us know immediately, otherwise I will assume you will not be showing up. If you are late I will try my best to make your lashes as full as possible in the time allotted, and you will still be charged regular price. Please keep in mind, I will always do my best to accommodate your appointment.

CANCELLATION POLICY/NO SHOW POLICY: I understand unforeseen events can happen and you may need to cancel. I ask that you give at least 24 hours notice so I can schedule another client that may be on a waiting list. If you have a vacation or event scheduled and need to reschedule, please inform me immediately as the earlier I know the better chances are to accommodate your schedule. If you cancel or no show within 24 hours of your appointment, there is a 100% cancellation fee due upon cancellation. If you wake up with any symptoms day of your appt (or anytime before), please notify me asap in the morning at the latest, and we will reschedule. I will not enforce the 24 hour policy IF sickness is the reason, but PLEASE do not abuse it as I need time to fill your appointment. If you forget (or any other reason) within the 24 cancellation policy please be honest and let me know. I truly appreciate proactively sending 100% payment for missed appointments, not due to any sickness. I trust everyone will be cautious and inform me immediately of any ill feeling symptoms. X

CHILDREN POLICY: Please, do not bring children to your appointment. Eyelash extensions take a lot of concentration and ask that there are no distractions in the room. Unfortunately, I am unable to watch children for you and will not be held responsible.

MAKEUP POLICY: Please thoroughly remove all makeup and your eyelashes cleansed BEFORE coming to your lash appointment. Eyes must be clean and oil free upon appointment. I am unable to properly adhere semi-permanent lash extensions on lashes that have makeup/residue buildup and in more serious cases, it can lead to irritation and infection.

AGE POLICY: Clients must be at least 16 years or older to receive services. Minors under 18 must be accompanied by an adult. Adults must be present in the treatment room during the consultation.

CELL PHONE POLICY: I ask that all cell phones are TURNED OFF OR SILENT, NOT ON VIBRATE during your appointment. I ask that you do not open your eyes, or ask me to check devices until after your appointment is complete. I have sharp objects in both hands and have adhesive near your eyes, any bit of startle may cause unnecessary accidents.

X

Guest Signature

X

Guest Printed Name

Effective June 1, 2020

COVID 19 (or similar sickness/virus) POLICIES:

Your health and safety has been and always will be my priority. With the current concerns regarding the spread of Coronavirus (or any other virus), I would like to assure each and every one of my guests that I will always be committed to the well being of your health and safety.

For my guests, I am asking that you:

Please inform me if you are not feeling well, have a temperature, or have been around others that may have symptoms immediately
Please arrive with just yourself
Please arrive with a face covering
Please remain in your vehicle if there is another client still here, I will text you when everything is clean & sanitized prior to your entry
Please arrive on time

My promise to each guest:

I will inform all guests immediately if I am not feeling well and/or have a temperature, and reschedule accordingly
I will be spacing 15-30 min between appointments to clean between each client
I will spray/wipe down door knobs, and common areas between each client
I will have fresh clean face covering to use for each client, I will not be using same covering for more than one client
I will have new clean gloves to use on each client
I will have clean new wraps over chair arms
I will continue to use fresh clean towels for each client
I will continue to sanitize & disinfect all tools and items for each client
I will continue to give you the confidence that you can feel as comfortable as possible

For the time being, I will have to limit the amount of clients per day.

I have kept everyone's standing appointments, but until we can get all of you in for your full sets, we may need to adjust your current time/day. Your fill appointments may be 15-45 min earlier or later than usual time so I can sanitize and disinfect areas between clients.

My previous policy will still be in effect that fills are 2-3 weeks, anything longer will require a longer appointment, appointments longer than 6 weeks may require a new set

The 24 hour cancellation policy STILL applies and is 100% of your missed appointment.

If you wake up with any symptoms day of your appt (or anytime before), please notify me asap in the morning at the latest, and we will reschedule. I will not enforce the 24 hour policy IF sickness is the reason, but PLEASE do not abuse it as I need time to fill your appointment.

If you forget (or any other reason) within the 24 cancellation policy please be honest and let me know. I truly appreciate each of you in the past proactively sending 100% payment for missed appointments, not due to any sickness. I trust everyone will be cautious and inform me immediately of any symptoms, especially during this time.

Jeneffer Rubinstein cannot be held liable for any exposure to the virus or any other contagion caused by misinformation on this form or the health history provided by each client. You (guest) agree not to hold Jeneffer Rubinstein liable if you contract any virus, and have decided to come here at your own free will.

X

Thank you very much for your understanding and continued support!

X

Guest Signature

X

Guest Printed Name

A ***non-refundable non-transferable*** booking fee of 50% of service requested, or the amount of **\$100** for new clients is required to secure an appointment. Your booking fee may be applied toward service when service is rendered, UNLESS any appointments are cancelled within 24 hours (not including holidays or Sundays), no show/missed appointments, therefore forfeiting booking fee and will NOT be applied towards any service. Appointment is not guaranteed unless booking fee is received via cash, Apple cash, Zelle, and Venmo. X (Guest Signature)

There is a 24 hour cancellation policy for ALL appointments: if any appointments are cancelled within 24 hours (not including holidays or Sundays) or no show/missed appointments, ***you will be charged a cancellation/no show fee 100% of booked service***. If you need to cancel or reschedule, please do as soon as possible as others may want that time slot. X (Guest Signature)

Due to the nature of our products and services, there are no refunds on lash applications and retail items purchased. Allergic reactions can occur at any time, even after years of exposure, this is due to your own body rejecting the product/ingredient, not a result of application. Always consult with a medical professional at the initial onset of symptoms as I am not able to suggest medical advice.

X (Guest Signature)