Lachique Client Policies

Thank you for choosing Lachique! To ensure the best experience for you and all our clients, please review and agree to the following policies before your appointment.

General Appointment Policies

1. Cancellations & Reschedules:

• A 48-hour notice is required for cancellations or changes to your appointment.

• Cancellations or rescheduling requests made via text or email will no longer be accepted as traditionally allowed prior during these time frames. If you are unable to cancel or reschedule through the online booking link provided in your confirmation email, this indicates that you are outside the allowed cancellation window. In such cases, you are then yes required to notify us directly via text or email and our system will apply an automatic charge as outlined in our cancellation policy. If you wish to inquire about dates/times that aren’t visible in our online calendar you may reach out and we can absolutely discuss options for you. Reminder that This is only for instances when you are not 48hrs or less away from your upcoming appointment as mentioned previously.

\*\*\*\*•Please note that payment for a missed or canceled appointment does not go toward any future appointments; it is considered a policy fee to compensate for the time reserved and missed at your expense.\*\*\*\*

2. Last-Minute Cancellations:

• Last-minute cancellations or rescheduling requests for any reason—whether due to illness, personal schedule conflicts, traffic, or other unforeseen circumstances—will still be considered a violation of our cancellation policy and will incur the full service fee. We have experienced a number of occurrences in the past year where the illness and traffic reason for cancellation last minute has been abused and so we are no longer able to accommodate this as a fee free reason unfortunately.

• Please understand this policy protects our large client base, ensures the availability of high-demand appointment slots, and allows us to continue providing exceptional services and keeping our doors open. We are an establishment that operates by appointment only, we are not in office otherwise and so keeping our schedule organized and planned is a must. We greatly appreciate your understanding and adherence to this policy.

3. No-Shows:

• First no-show will be charged 100% of the appointment cost. A second no-show will result in your inability to book future appointments and you will be released from our client list.

4. Tardiness:

•A 15-minute grace period is allowed for late arrivals. During this time, the remaining appointment time will be honored but will not be extended beyond the original booking, and the full service fee will still be required at checkout. If you arrive after the 15-minute grace period, the appointment will be canceled, and the full service fee will be charged. Please note that payment for a missed or canceled appointment does not go toward any future appointments; it is considered a policy fee to compensate for the time reserved and missed at your expense. If a second occurrence of arriving beyond the 15-minute grace period occurs, all future appointments will require full prepayment at the time of booking to secure your time slot.

5. Booking Confirmation:

• Ensure you receive a confirmation email or text after booking. If you don’t, your appointment is not confirmed.

Lash Services

1. Pre-Appointment Prep:

• Please arrive 10 minutes early to cleanse your lashes. Lash cleansing is mandatory.

• If your lashes are not properly cleaned, a cleansing fee of $8 will be applied.

2. Fill Appointments:

• Book within 3 weeks of your last service.

• Clients with less than 20 lashes per eye or more than 50% lash loss may require a full set.

3. Aftercare:

• Avoid water, steam, and oil-based products for 24 hours post-application.

• Do not use mascara, eyelash curlers, or attempt to remove extensions on your own.

Facial & Skin Treatment Policies

1. Consultation Requirement:

• All facial and skin treatments (e.g., microdermabrasion, microneedling, chemical peels) require a consultation prior to booking. This ensures you are a qualified candidate for the service.

• A consultation deposit is required and will be applied toward any service booked after the consultation.

2. Pre-Treatment Requirements:

• Disclose any medical conditions, allergies, medications, or skin sensitivities during your consultation.

• Avoid the following at least 48 hours before your appointment:

• Retinol or prescription-strength retinoids.

• Exfoliating products (scrubs, AHAs, BHAs).

• Direct sun exposure or tanning beds.

• Waxing or threading on the treatment area.

• Arrive to your appointment with clean, makeup-free skin.

3. Post-Treatment Care:

• Follow all aftercare instructions provided to protect your results and prevent adverse effects.

• For treatments like chemical peels or microneedling, avoid direct sun exposure and wear SPF 30+ daily.

• Refrain from using exfoliating or active products for 5-7 days post-treatment or as advised.

• Stay hydrated and avoid heavy sweating or swimming for at least 48 hours.

4. Contraindications:

• Services may not be performed if you have active infections, open wounds, cold sores, or are currently taking Accutane.

• Pregnant or breastfeeding clients must consult with our provider to determine service eligibility.

Waxing Policies

1. Pre-Wax Prep:

• Hair must be at least 1/4 inch long for best results. (A grain of rice)

•Do your best to exfoliate the area well to allow for better results and less chance of ingrown hairs and post wax issues.

• Avoid sun exposure, exfoliation, and tanning beds 24-48 hours before your appointment.

2. Post-Wax Care:

• Avoid tight clothing, heavy workouts, and sun exposure for 24-48 hours post-wax.

• Use soothing products recommended by us at the end of your appointment to reduce redness or irritation.

•Familiarize yourself with our aftercare instructions given at the end of your appointment.

Payment & Refunds

1. Payments:

• Accepted forms: Venmo, PayPal, Apple Pay, Cash, or credit/debit cards (2.75% processing fee applies).

• No checks accepted.

2. Refunds:

• Lachique does not offer refunds. If an adjustment is needed, it will be at the discretion of your service provider.

Photography & Liability

1. Photo Release:

• By signing, you consent to before-and-after photos for advertising or educational purposes.

2. Liability Waiver:

• Lachique is not responsible for reactions or issues arising from disclosed or undisclosed medical conditions or failure to follow aftercare instructions that are given after every appointment. This includes the use of products or advice not provided by our studio. Trust and follow our professional guidance, we are here to assist you!

Acknowledgment & Agreement

By signing below, I confirm I have read and understood Lachique’s policies and agree to follow them. I accept all fees and terms as outlined.

Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_