

EYELASH SECRET LADIES SALON

Terms and Conditions, Refund and Correction Policy

By booking an appointment, paying a deposit, attending the salon, or proceeding with a service, the client confirms that they have read, understood, and accepted these Terms and Conditions.

1. No-Refund Policy

All beauty services are final and non-refundable once the service has started or has been completed.

We do not provide cash refunds, card refunds, bank transfers, account credits, vouchers, or complimentary replacement services due to:

- personal preference or change of mind;
- dissatisfaction with the chosen style, length, curl, thickness, colour, shape, design, or overall appearance;
- the client deciding after the appointment that the result does not suit them;
- comments or opinions received from friends, relatives, other salons, or third parties;
- an allergic reaction, irritation, redness, watering, sensitivity, swelling, discomfort, or other individual reaction;
- failure to follow the salon's aftercare instructions;
- damage caused by rubbing, pulling, picking, excessive water, steam, heat, oils, cosmetics, skincare products, sleeping position, medication, hormonal changes, natural lash or nail condition, or another external factor;
- the client requesting removal after the service has been completed;
- the client being unable or unwilling to return to the salon for an assessment or correction.

No refunds will be issued except where expressly required under applicable UAE law.

2. Three-Day Complimentary Fix Policy

For a new full set of eyelash extensions, the salon offers one complimentary assessment and minor correction within three calendar days from the date of the original appointment.

The client must contact the salon within the three-day period and provide clear photographs or videos showing the concern.

The complimentary fix:

- is subject to an in-salon assessment;
- must be completed by a salon-appointed technician;
- may be performed by the original technician or another available technician;
- applies only to minor technical corrections or unusual premature lash loss;
- does not include complete removal and a new full set;
- does not include changing the selected style, length, curl, volume, shape, or design;
- cannot be exchanged for money, credit, another service, or a discount;
- cannot be transferred to another person;
- must be booked within the time offered by the salon.

The salon will determine whether a correction is required and what type of correction is appropriate.

After three calendar days, all corrections, refills, removals, redesigns, and new sets are chargeable according to the salon's current price list.

3. Complimentary Fix Does Not Mean Removal and Reapplication

A complimentary fix means a limited adjustment to the existing work.

It does not mean:

- full removal of the original set;
- application of a completely new set;
- changing the entire style;
- increasing or decreasing the volume;
- changing the length, curl, mapping, shape, or design;
- repeating the full appointment free of charge.

Where the client requests a full removal, redesign, or new application, the relevant service charges will apply.

4. Client Approval During the Service

Clients must communicate their preferences clearly before and during the appointment.

Where appropriate, the technician may show the client the shape, colour, length, design, or progress of the service. The client must raise any concerns immediately, before the service is completed.

Once the client has reviewed and accepted the completed result, any later request to change the style or appearance will be treated as a new paid service.

Personal dissatisfaction does not automatically mean that the service was performed incorrectly.

5. Allergies, Sensitivities and Individual Reactions

Beauty treatments involve professional products and chemical substances that may cause an individual reaction even where the service has been performed correctly.

Possible reactions may include irritation, redness, itching, watering, swelling, tenderness, dryness, sensitivity, or discomfort.

An allergic or sensitivity reaction:

- is not automatically evidence of technician negligence or a defective service;
- may occur even if the client has previously received the same treatment without a reaction;
- may occur despite a patch test;
- does not qualify the client for a refund;
- does not entitle the client to free removal unless specifically approved by salon management.

Clients with a history of allergies, sensitive eyes, skin reactions, respiratory sensitivity, previous irritation, or reactions to adhesives, wax, tint, gel, acrylic, chemicals, or cosmetics must inform the salon before the appointment.

The salon may refuse or discontinue a service where it considers that the treatment may not be suitable or safe for the client.

This clause does not limit any rights that cannot legally be excluded under applicable UAE law.

6. Patch Tests

Where a patch test is recommended or required, the client must attend within the timeframe advised by the salon.

A patch test cannot guarantee that an allergic reaction will not occur during or after the full service.

If a client refuses a recommended patch test and chooses to proceed, they accept the associated risk, subject to applicable law.

7. Medical Conditions and Contraindications

The client must disclose any relevant medical condition, allergy, pregnancy, recent procedure, medication, eye condition, skin condition, infection, injury, surgery, or sensitivity before the service begins.

The salon may refuse, postpone, modify, or stop a treatment if the technician believes that proceeding may be unsafe.

The salon is not responsible for complications arising from information that the client failed to disclose, subject to applicable law.

8. Aftercare Responsibility

The client is responsible for following all verbal and written aftercare instructions.

The salon is not responsible for reduced retention, damage, irritation, discolouration, lifting, chipping, breakage, or deterioration caused by failure to follow aftercare instructions or by circumstances outside the salon's control.

Failure to follow aftercare instructions may make the client ineligible for a complimentary correction.

9. Assessment of Complaints

Any complaint must be reported directly to the salon as soon as reasonably possible.

The client may be required to provide:

- their full name and contact details;
- appointment date, branch, and technician;
- clear photographs or videos;
- details of products applied after the appointment;
- information about aftercare;
- an in-person salon assessment;
- a medical report where the complaint involves an alleged injury, infection, allergic reaction, or medical condition.

Photographs alone may not be sufficient to determine the cause of a concern.

The salon must be given a reasonable opportunity to inspect the result and, where appropriate, offer a correction.

Refusing to attend an assessment or refusing a reasonable corrective appointment does not create a right to a refund.

10. Third-Party Alterations

The complimentary fix policy becomes invalid if the client allows another salon, technician, or individual to remove, refill, alter, repair, cut, reshape, recolour, or otherwise modify the salon's work before the salon has had an opportunity to inspect it.

Once the work has been altered by a third party, the salon may be unable to determine the original condition or cause of the complaint.

11. Removals

Removal is a separate professional service and is charged according to the salon's current price list, including where the original service was performed at our salon.

A client's decision to remove lashes, nails, tint, or another treatment does not create a right to a refund for the original service.

Free removal is not included in the complimentary fix policy unless specifically approved in writing by salon management.

12. Refills and Retention

Retention varies between clients and may be affected by natural growth cycles, lifestyle, skin type, aftercare, hormones, medication, humidity, heat, cosmetics, oils, rubbing, sleeping habits, and other individual factors.

The salon cannot guarantee identical retention for every client.

A refill is not automatically complimentary because some extensions or product have naturally shed after the appointment.

Refill eligibility, timing, and pricing are determined by the salon's current policy and by the amount and condition of the remaining work.

13. Appointment Deposits and Prepayments

Deposits and prepayments secure the selected appointment time and are non-refundable unless otherwise required by applicable law.

Deposits may be lost where the client:

- cancels outside the permitted cancellation period;
- does not attend;
- arrives too late for the service to be completed;
- provides incorrect booking information;
- refuses to proceed after the appointment time has been reserved;
- arrives with a condition that prevents the service from being safely performed and which was not disclosed in advance.

The salon may allow rescheduling at its discretion and subject to availability.

14. Late Arrival

Clients who arrive late may have their service shortened, modified, rescheduled, or cancelled.

The full booked price may still apply where time was reserved for the client.

The salon is not required to extend the appointment beyond the scheduled finishing time where this would affect other clients.

15. Cancellations and No-Shows

Appointments must be cancelled or rescheduled within the notice period communicated at booking.

Late cancellations and no-shows may result in:

- loss of the deposit or prepayment;
- a cancellation fee;
- a requirement for full prepayment before future bookings;
- refusal of future appointments.

16. Service Expectations

Photographs used for inspiration are references only.

Exact duplication cannot be guaranteed because results depend on the client's natural lashes, nails, brows, hair, skin, eye shape, facial structure, previous treatments, and other individual characteristics.

The salon does not guarantee that the result will appear identical to a photograph, filtered image, edited image, or work performed on another person.

17. Technician Categories

The salon may offer different technician categories based on experience, demand, speed, and pricing.

By selecting a particular category, the client accepts the corresponding price and experience level.

A lower-priced technician category does not entitle the client to compare the result with a higher-priced category or request a refund based on such comparison.

18. Changes to Prices and Services

Prices may vary by branch, technician category, service complexity, length, volume, design, product used, and time required.

Additional services—including removal, nail art, French or ombré design, repairs, extra length, redesigns, or specialist products—are charged separately.

The client will be informed of relevant charges before the additional service is performed.

19. Right to Refuse or Stop Service

The salon reserves the right to refuse, stop, or cancel a service where a client:

- behaves aggressively, abusively, disrespectfully, or threateningly;
- refuses to follow safety instructions;
- provides false or incomplete information;
- appears to have a contraindication or contagious condition;
- records staff or clients without permission;
- disrupts the salon or other clients;
- demands a service that the salon considers unsafe or inappropriate.

The client remains responsible for payment for any service or portion of a service already performed.

20. Communication and Conduct

Complaints must be communicated respectfully through the salon's official contact channels.

Threats, harassment, abusive language, intimidation, or disruption of salon operations will not be accepted.

The salon may end communication or refuse future bookings where behaviour is abusive or threatening, while continuing to address any legitimate complaint through an appropriate formal channel.

21. Management Discretion

Any complimentary correction, discount, credit, free removal, or other gesture offered outside this policy is provided solely at management's discretion as a gesture of goodwill.

A goodwill gesture:

- is not an admission of fault or liability;
- does not establish a precedent;
- cannot be demanded in future cases;
- cannot be exchanged for cash unless expressly agreed in writing.

22. Applicable Law

These Terms and Conditions are governed by the applicable laws and regulations of the United Arab Emirates and the Emirate of Dubai.

Nothing in this policy excludes or limits any consumer right that cannot legally be excluded or limited.