

# Policy - HennyLash



## Booking Policy

When you book an appointment with **HennyLash**, that time is reserved especially for you. To secure your booking, a **50% booking fee** is required for **all appointments**, and this will go toward the total cost of your treatment. Since that time is held just for you, the booking fee is **non-refundable** if you cancel or reschedule with **less than 24 hours' notice**.



## Consultation

All first-time clients are offered a **free 15-minute consultation and patch test** before their first treatment. This is a relaxed opportunity to chat about your goals, ask questions, and make sure everything is safe and suitable for you. You can book your consultation easily by sending me a DM — we'll find a time that works best.

If the consultation is done on the same day as your treatment, it may shorten your actual treatment time. That's why I kindly ask you to book it separately in advance, so you can enjoy the full time dedicated to your lashes or brows.



## Cancellation & Rescheduling Policy

I completely understand that things can come up — we all have busy lives! If you ever need to **cancel or reschedule**, please try to give me at least **24 hours' notice**. That way, I can offer your spot to someone else who may be waiting.

✨ If you cancel with **less than 24 hours' notice**, or don't show up, the **booking fee (50%) will be kept** as a late cancellation fee.

If a cancellation fee isn't paid, I sadly won't be able to accept future bookings — I hope you understand.

And just so you know — this policy applies both ways. If I ever need to cancel your appointment with less than 24 hours' notice, you'll receive a **discount on your next treatment** as a thank you for your flexibility.



## Booking System

All appointments must be made through the **online booking system**. This helps keep everything organized and ensures you receive confirmation and reminders.

If you ever need to **reschedule or cancel**, you can easily do so through the system — it's quick and convenient, and helps keep things running smoothly. However, if you need to cancel **within 24 hours** of your appointment, please

**send me a message directly on Instagram or text me on my number.** This ensures I receive your message in time and can handle your cancellation properly.



### **Before arrival**

Please arrive on time — no earlier than 5 minutes before your scheduled appointment. This helps keep the space calm and running smoothly for everyone.

To get the most out of your lash treatment, please come with **clean lashes**. If your lashes aren't clean, the extra time needed for cleansing will come out of your appointment time, which may affect how full your lashes can be. For the best results, please use a **lash-safe cleanser or lash shampoo** before your visit.

Also, I kindly ask that you avoid **caffeinated drinks** before your appointment. Caffeine can cause your eyes to twitch, which makes the lash application more difficult and may affect the final result.



### **Infills**

Infill appointments must be scheduled **within 3 weeks (21 days)** of your previous appointment, and at least **50% of your lash extensions** must still be intact **after** the removal of grown-out lashes (which is typically around 15–20%).

To ensure consistent quality and retention, I **do not offer infills on work done by other lash stylists** — in these cases, a full set will be required.

Please note, I may recommend a full set instead of an infill if:

- Less than 50% of lashes remain
- Aftercare has not been followed
- There are signs of poor hygiene or lash damage

This is simply to make sure I can maintain the quality of my work and give you the beautiful, long-lasting results you expect.



### **Treatment Time: Infill vs. Full Set**

Each treatment is carefully timed to give you the best results without rushing. An **infill** is designed to refresh your lashes by removing outgrown extensions and filling in new ones — it takes **less time** than a full set because we're working with your existing lashes.

A **full set**, on the other hand, takes **more time**, as it involves applying a complete set of extensions from scratch.

Please keep this in mind when booking — if you're unsure whether you need an infill or a full set, feel free to send me a photo of your current lashes, and I'll be happy to guide you. Booking the correct treatment ensures you get the right

amount of time and attention your lashes need!

### **Brow Treatments**

Please avoid using strong skincare products like **retinol, acids, or exfoliants** around the brow area for at least 7 days before your appointment, as these can cause irritation or sensitivity during your treatment.

### **Lash Lift**

To protect the health of your natural lashes, I kindly ask that at least **8 weeks (2 months)** pass between lash lift appointments. Lifting the lashes too often can cause dryness, weakness, or over-processing — and I always want to keep your lashes in their best condition.

### **Patch Test Policy**

Your safety and comfort are my top priorities. For this reason, a **patch test is required for all new clients** at least **24 hours before** your first treatment. This quick and simple test helps ensure that you don't have any sensitivities or allergic reactions to the products I use. It's an important step to make sure everything goes smoothly during your appointment.

If you've ever had an allergic reaction to lash extensions or any beauty treatment, or if you know you're sensitive to certain chemicals, **please let me know in advance**. Your honesty helps me take the best care of you!

Please remember that sensitivities or allergies can develop over time — even if you've had treatments before without issues.

### **Age policy**

Lash and brow treatments are available to clients aged **16 and over**.

If you are **16 or 17 years old**, I'll need **written consent from a parent or legal guardian** before your appointment. A quick message, email, or signed note is absolutely fine — no need for them to attend the treatment.

Unfortunately, I'm unable to treat anyone under 16, even with consent — thank you so much for understanding and helping me keep things safe, professional, and fully insured.

### **Guests**

To ensure a clean, safe, and relaxing environment for everyone, I kindly ask that you come to your appointment **alone** — without additional guests, children, or

pets.

This allows me to maintain the highest standards of hygiene and focus fully on your treatment, giving you the best possible results and a peaceful experience.



### **Lateness**

Please try your best to arrive on time so we can make the most of your appointment. If you're running a little late, please always let me know. I really appreciate a heads-up, and it helps me to plan the rest of my day. I allow up to 15 minutes grace time. However, please understand that I won't be able to extend the appointment, and we'll have to work with the time that's left.

After 15 minutes, I may not have enough time to complete the treatment to the standard I aim for — and I always want you to leave feeling confident and cared for. I always want you to leave happy and confident, and I would never want to rush or provide anything less than my best.

Being on time helps ensure your lashes look as full and beautiful as possible — and that you get the pampering you deserve!



### **Health & Safety**

Your health and comfort are so important to me, and I always want to make sure your lash treatment is safe, relaxing, and the best it can be.

For that reason, I may kindly choose to **postpone or refuse a treatment** if:

- Your natural lashes are too damaged or weak
- Your eyes are excessively watery or irritated
- There are signs of infection, illness, or any other condition that could affect the safety or outcome of the treatment

If you're feeling unwell, are taking any new medications, have had any **eye conditions, infections, or recent allergic reactions**, or if **anything feels off**, please let me know **before your appointment**. We can easily reschedule — no problem at all!

Your honesty helps protect your health and ensures I can give you the best, most beautiful results possible.



### **Health & Safety Notes**

To ensure every treatment is safe and suitable for you, please read the following carefully:

- **Pregnancy:** Some treatments, such as lash lifts, brow lamination, and hybrid dye, are not recommended during pregnancy. If you're pregnant, please let me know before booking so I can advise what's safe.
- **Facial or Eye Surgery:** If you've had any eye, eyelid, or facial surgery (including LASIK, blepharoplasty, fillers, or facelifts), please wait at least **4–6 weeks** and only book once you have **medical clearance**.
- **Cosmetic Tattoos / Permanent Makeup:** After procedures such as

microblading or permanent eyeliner, please wait **at least 2 weeks** and confirm with your artist that healing is complete before booking lash or brow services.

- **Chemotherapy:** Lash and brow treatments should only be done once you've fully recovered and your doctor has given clearance – typically **6 months after chemotherapy ends**.
- **Health or Medication Changes:** Please inform me of any changes in your health or medication (including allergies, pregnancy, or hormonal treatments), even if you're a regular client. This helps me keep your treatment safe and comfortable.



### Photos & Social Media

I love sharing my work on social media and showcasing beautiful results — sometimes I may take photos of your lashes for my portfolio or Instagram. If you'd prefer not to be photographed, just let me know — I always respect your privacy and comfort.



### Payment

A **50% booking fee** is required when you book your appointment — this secures your slot and goes toward the total cost of your treatment. The **remaining balance is due at the end of your appointment**.

I currently accept **cash** or **bank transfer** for the remaining payment.



### Aftercare Reminder

To help your lashes stay full, clean, and beautiful for as long as possible, please make sure to **follow the aftercare instructions** provided after your treatment. I'll give you a little aftercare card to take home — it's super easy to follow and makes a big difference in how your lashes last.



### Satisfaction Policy

Your happiness with your lashes means the world to me! If you have any concerns with the service you received, please reach out within **3 days** of your appointment, and I'll gladly offer a complimentary fix if needed.

I do not offer refunds, but I will always do my best to fix anything you're not happy with. Your satisfaction is so important to me!

When you book with **Hennylash**, you're also accepting the policies listed above. Thank you for your trust — it helps me create a smooth, safe, and positive experience for every client, every time. ✨

*All prices and policies are effective from 27th July 2025.*