

SBS LASHES AND BROWS LASH EXTENSION POLICIES

Appointment Scheduling and Deposit:

To secure your appointment, a non-refundable deposit of \$75 is required at the time of booking. This deposit will be applied towards the total cost of the service. Your appointment will not be confirmed until the deposit is received.

Cancellation and No-Show Policy:

I understand that unforeseen circumstances may arise, but I kindly request a minimum of 24 hours' notice for cancellations or rescheduling. If a client fails to show up for their appointment without any prior notice, a cancellation fee equivalent to the full price of the service booked will be charged.

Same-Day Cancellation Policy:

If a client needs to cancel or reschedule their appointment on the same day, they will be required to pay a cancellation fee of half the amount of the service booked.

Waiving of Cancellation Fee:

The cancellation fee can be waived if the client reschedules their appointment within the same week, subject to availability.

Late Arrival Policy:

I strive to provide the best experience for each client, and punctuality is essential to maintain a smooth schedule. If a client arrives more than 15 minutes late for their appointment, it may be necessary to reschedule, and the cancellation fee will apply.

Failure to Pay Policy:

Failure to pay a cancellation or rescheduling fee as outlined in our policies will result in being banned from booking future appointments with SBS LASHES AND BROWS.

Refund Policy:

Due to the nature of my services, I do not offer refunds on completed services. However, if you are unsatisfied with the results, please let me know within 48 hours, and I will do my best to address your concerns and provide a satisfactory resolution.

Hygiene and Safety:

Your health and safety are of utmost importance to me. I adhere to strict hygiene practices, including sanitizing tools and using high-quality products. Please inform me of any known allergies or sensitivities during the consultation to ensure the appropriate products are used.

Patch Test:

As a precautionary measure, I may require a patch test prior to your appointment, especially if you have a history of allergic reactions or sensitivities. The patch test helps determine if you have any adverse reactions to the products used. Please inform me if you have any concerns about allergies or sensitivities.

Right to Refuse Service:

I reserve the right to refuse service to any individual for any reason. It is important to maintain a safe and respectful environment for both myself and other clients.

Touch-Up Policy:

I offer a complimentary touch-up appointment within the first 48 hours if you experience excessive shedding. This touch-up is intended to address any gaps or areas where the lashes have prematurely shed. Please contact me to schedule your touch-up appointment within the specified timeframe.

Fill-In Appointment Timing:

For the best results, it is important to maintain your lash extensions regularly. Fill-in appointments must be booked within three weeks from your last appointment. Failure to do so will require booking a new full set and paying for the full set price.

Discretionary Right to Stop Service:

If, for any reason, I feel uncomfortable during the service, I reserve the right to stop the service and ask the client to leave. This ensures a safe and comfortable environment for both myself and the client.

By adhering to these policies, we can ensure a smooth and enjoyable experience for both you and other clients. If you have any questions or require further clarification, please feel free to contact me. Thank you for choosing my lash business, and I look forward to providing you with beautiful lash extensions.