

# SCPC EYELASH EXTENSION POLICIES

## Policies

### Cancellation / Rescheduling Lash extensions

I strive to accommodate my clients to the best of my ability.

All my appointment confirmations are sent via text or email. Please honor your appointment, if you must cancel or reschedule please do so at least **48-Hours** \*before your appointment time to avoid a cancellation fee. If canceling/rescheduling for 2 or more people, please do so at least 48-hours before the scheduled appointment time to avoid a cancellation fee.

A **\$35** holding deposit is requested to hold appointments for instant Sophee C Permanent Cosmetics. If you choose not to pay the holding deposit, I will not hold your appointment time or date. You will be billed a **\$35** cancellation fee for each appointment that is canceled less than **48-hours** before the appointment time.

- **NO- SHOWS** will be billed for ( **50%** ) the amount of appointment booked.
- Clients who have **NO-SHOWED** for their appointment will be asked to prepay/pay towards their visit when booking future appointments.
- All appointment cancellations must be made & confirmed via telephone. Appointment cancellations through text, messenger or email are welcomed.

### Late ARRIVALS

I ask that my clients are on time for their appointments to ensure sufficient time for quality results.

- While there is no fee for late arrivals, the length of appointment may be reduced due to time restraints.
- Guests arriving over 15mins late may be asked to reschedule, as accommodating you, understanding that your appointment may be rescheduled at our discretion. In this event, the cancellation/ rescheduling policy will come into effect.

## REFILLS

I do not perform refill services on work that has not been done with Sophee C Permanent Cosmetics - **NO EXCEPTIONS**. If you currently have lash extensions on, you must get them removed before receiving your first new set with SCPC. This is to avoid the risk of mixing adhesives and materials from work done in other salons or lash artists.

- Refills prices are based on a 40% requirement anything less than 20 lashes per eye is considered a “**Full- Set**” and will be charged accordingly.
- Removes are **\$20**. They will be either removed manually or with a removing cream.

## Reactions/Allergies

SCPC is **not** liable for any reactions or allergies to products or lash adhesives. If you have a history of reaction/ allergies, **disclose this before your** appointment. SCPC can not know prior to reaction or allergy if you are susceptible. If it is a reaction it will no longer last the 24hrs-48hrs. If you are in need of removal due to reaction/ allergie you will be charged a removal fee of **\$20**.

## PAYMENT/GRATUITY

I accept exact Cash and all major credit cards and debit cards.

Gratuities are accepted.

