



The following shared information and acknowledgment is a requirement to receive services at CHAKRA ESTHETICS. **If you are unwilling to provide accurate information, services will NOT be performed today.** This is a requirement from the State Board of Cosmetology of California and our business insurance provider. Below are policies created to prevent or correct problems before they happen.

**Name (Print Clearly)** \_\_\_\_\_ **Date of Birth** \_\_\_\_\_

**Address** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Email** \_\_\_\_\_ **Cell/Mobile** \_\_\_\_\_

**LATE ARRIVAL POLICY** - Failure to arrive on time for your service will result in its alteration and will lessen its effectiveness. Arriving more than 15 minutes late will result in cancellation of your appointment and the application of a cancellation fee up to 100% of the service price. ALWAYS ARRIVE 15 MINUTES BEFORE YOUR APPOINTMENT BEGINS.

**CELL PHONE POLICY** - Please silence your cell phone upon your arrival. Phone conversations and sounds during service are not permitted as they affect productivity and impact Angela's ability to concentrate and adhere to her appointment schedule.

**DUTY TO INFORM** - CHAKRA ESTHETICS takes every necessary precaution prior and during the commission of your service. Angela respects your privacy and requests full disclosure of any allergies, medications or conditions that may require her to modify the service as this would be to your benefit and medical wellness.

**CANCELLATION POLICY** - The time you schedule is reserved for your exclusive use. When appointments are missed, or cancelled without sufficient notice, often Angela's unable to fill the vacancy, causing substantial financial impact to the business. Should you need to cancel or reschedule your appointment with CHAKRA ESTHETICS 48-hour notice is required. Cancellations with less than 48-hours notice will result in a charge equal to 50% of the scheduled service(s). A missed appointment or NO SHOW, will result in a charge equal to 100% of the scheduled service(s). The charge(s) will be applied to your online credit/debit card on file. The information is secured by the booking system and is not visible to anyone.

**SERVICE UPKEEP POLICY** - Results-oriented services require upkeep for maximum outcome. It's highly advised that you follow maintenance and product directions and keep your regularly scheduled appointments. All service sales are final.

**PRODUCT RETURN POLICY** - CHAKRA ESTHETICS must be advised of dissatisfaction of a purchased product(s) within 10 days of original purchase. Only exchanges for another product or in-house credit are allowed. Returned products must be 75% full. Customers are responsible for postage of returned products and for replacements/exchanged products if applicable. CHAKRA ESTHETICS cannot be held responsible for adverse reactions when products are mixed with your home products.

**NO CHILDREN POLICY** - CHAKRA ESTHETICS provides clients with a calm relaxing atmosphere. It is not safe or a suitable environment for children. Clients must make child care arrangements prior to visiting as children are not permitted in the lobby or treatment room. Clients who arrive with children will be required to reschedule as there are no exceptions to this policy.

**PHOTO POLICY** - Before & After photography is used as a teaching tool and is the property of CHAKRA ESTHETICS. Often they're used online to show results to potential clients. If you want to opt out please initial X \_\_\_\_\_.

**SCOPE OF PRACTICE** - California state law prohibits esthetic professionals from diagnosing or treating clients with medical abnormalities. Should Angela determine that you're ineligible for service, she'll be happy to refer you to an appropriate physician. When your condition has been resolved, you are more than welcome to return.

**RIGHT TO REFUSE SERVICE** - Angela is a licensed professional who reserves the right to refuse service at her discretion and dismiss disruptive or abusive clients when necessary.

X \_\_\_\_\_

**Signature**

X \_\_\_\_\_

**Date**