



ARRIVAL

Please aim to arrive 5-10 minutes before your scheduled appointment time with clean/makeup free eyes and lashes. Extra time spent cleaning your lashes will mean less time lashing. If you arrive after your scheduled appointment time, it may not be possible to extend the time available for your booked service; if your service is shortened due to your late arrival, you will still be charged the full cost of the service.

SICKNESS OR FAMILY EMERGENCY

If you, or another person in your household, has an infectious or contagious illness, please contact us as soon as possible to reschedule your appointment for a later date. For your safety and that of staff and other clients, please do not come to your appointments sick. If it is assumed you are currently sick, your appointment may be cut short or cancelled and rescheduled for when you are healthy again. A one-time allowance of last minute cancellation or reschedule will be permitted for sickness or family emergency. After that, the cancellation and no show policy is in effect.

RESCHEDULING + CANCELLATION + NO SHOW

As a courtesy, appointment reminders are sent out 72 and 24 hours either by text, email or both. Rescheduling must be made prior to service date at least 24 hours for no penalty and new appointment date would be subject to availability. If an appointment is cancelled, you will be charged 100% of your deposit as a cancellation fee. If you reschedule or no show your appointment of your scheduled appointment time, you will be charged 100% of your service as a cancellation fee. A credit card deposit for all new clients or appointments brows microblading services will be required at the time of booking. And will not be charged unless the aforementioned has

occurred. Or if we cannot accept your booking your deposit will be refunded. The refund process will take about 5-10 days. This is to protect your time that is set aside especially for you, as well as to protect our time which books up quickly. In turn, we promise to keep appointments on time, give you our full and undivided attention and of course, the best services Wellington has to offer! (When you have made an appointment online, it does not mean that your booking is accepted. We will need to review it and manually accept or decline. We will email you to advise if your booking is confirmed or declined).

OTHER ARTISTS' WORK

1. If you currently have eyelash extensions on from another lash artist, there may be the possibility that your current extensions will need to be removed and put back on properly. Due to the unregulated nature of eyelash extension trainings, certifications and state board regulations, there are a lot of lash artists that have been improperly trained and at VNZ International Nail & Beauty School (Judy Nguyen's Academy), our priority is your natural lash health and eye safety. Thus, if you are coming in for a touch up from another lash artist, then you agree that your current extensions may need to be removed and a new full set will be applied at the appropriate full set price. This will be discussed and fully explained to you prior to any service being performed.

2. We do not do Microblading Touch up for other artist's works.

AFTER HOURS APPOINTMENTS

Certain circumstances and seasons may leave you in a panic to squeeze in a last minute lash appointment that is outside of our normal business hours. After hours appointments may be available on a case by case basis for an additional \$30 fee. Please contact us directly to schedule your after-hours appointment.

REFUND POLICY

You are paying for artist time, product and other expenses used to provide you with a service. No refunds will be given for any reason on services or products. If you are unhappy with a service, you may contact us within 72 hours of your appointment to discuss your concerns and if a fix can be done to address your concerns, it will be done so with a complimentary 30 minute express touch up if it is at the fault of application or product. Any concerns addressed after 72 hours of your last appointment, or if you failed to follow the proper aftercare instructions, will be charged at full price for the service.