



LASH EXTENSION POLICIES

Arrival

- Please arrive 5-10 minutes prior to 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 your time; if your service is shortened due to your late arrival, you will be charged the full cost of service. **Initial:** _____

Changing your Appointment

- A minimum of ****24 hours**** notice is required to reschedule/cancel your booked appointment without penalty. **Initial:** _____

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 your safety, ours, and other clients', please do not come to your appointment sick. If it is determined during your appointment you are sick, your appointment may be cut short, cancelled, and rescheduled. 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. **Initial:** _____

Cancellation and No-Show

- As a courtesy, appointment reminders are sent out by text or email. If an appointment is cancelled or rescheduled within 24 hours of your appointment, you will be charged 50% of your service as a cancellation fee. If you reschedule or no-show your appointment within 4 hours of your scheduled appointment, you will be charged 100% of your service as a cancellation fee. A credit card deposit for all new clients or appointments over \$120 will be required at the time of booking and will not be charged unless the aforementioned has occurred. 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 will keep appointments on time, give you our full and undivided attention and of course, the best lash work Eagle River has to offer! **Initial:** _____

Other Artists' Work

- If you currently have extensions from another artist, there may be the possibility that your current extensions may need to be removed and put back on properly. Due to the unregulated nature of eyelash extension trainings and certifications, there are a lot of lash artists that have been improperly trained. At Shine Studio, our priority is your natural lash health and eye safety. Thus, you agree that your current extensions may need removal and replacement at the cost of a full set. **Initial:** _____

Maintenance

- Extensions require care. Sleep styles, activity, weather, and cleansing practices can affect retention and health of natural lash. Understand that poor aftercare will mean poor retention, which necessitates more frequent fills and possibly a discontinuation of extensions if lash health is compromised. Please read aftercare instructions and follow them carefully. **Initial:** _____

LASH EXTENSION POLICIES (CONT.)

Fill Appointments

- Refill fees are based on the number of viable lashes remaining. At least 15 viable extensions remaining per eye constitutes a 3-4 Week Fill, 20 remaining is a 2 Week Fill, 30 or more remaining is an Express Fill. Anything less than 10 lashes per eye constitutes a Full Set appointment and will be charged accordingly. **Initial:** _____

Medical Issues

- Every attempt is made to determine you are a good candidate for extensions. Risks are inherent in any procedure and if an allergy should occur, you will need to seek medical care immediately at your own expense. Shine Studio LLC and your lash artist will not be held liable for any adverse or allergic reactions. No guarantees are made or implied. **Initial:** _____

Photos

- Before and after photos are taken and kept as a matter of professional record and may be used for promotional marketing on social media. No identifying information (name or full face in picture) will be made public unless specifically granted by the client. **Initial:** _____

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 \$40 fee. Please contact us directly to reschedule your after hours appointment. **Initial:** _____

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 with a complimentary 30 minute Classic Lash Express Fill if it is the fault of product or application by artist. Any concerns addressed after 72 hours of your last appointment, or if you failed to follow the proper aftercare instructions, will be charged the full price of the service needed. **Initial:** _____

By signing below, you attest that you have provided accurate and current information on these forms, answering truthfully and completely. Your signature also certifies that you understand Shine Studio LLC reserves the right to deny service to any client, for any reason. Furthermore, signing below verifies you understand the policies of Shine Studio LLC and will inform them of any changes to your information, health-related or otherwise.

Client Signature: _____ **Date:** _____