



Lash Extension Policy

ARRIVAL

- Please arrive 15 minutes before your scheduled appointment time with clean/makeup free eyes and lashes. If you arrive after your scheduled appointment time, it is not 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.

LASH CLEANLINESS

- All "Full Sets" of eyelash extensions will include a take-home Borboleta Lash Bath, Borboleta Cleansing Brush, and disposable spoolie for combing extensions daily. This take-home bundle is not optional. If you already own these products, the additional set(s) you obtain through Full Set appointments may be used in your gym bag or purse for more convenient access when you're away from home!
- If lashes are not appropriately cleaned according to Lotus Spa and Borboleta instructions, your Lash Specialist will instruct you to go to the restroom with a Trial Size Lash Bath and a brush to appropriately cleanse the lash area. This interruption will result in the loss of valuable appointment time that cannot be made up. A \$5 product charge will be added to your service for the day. To avoid this loss of time and product charge, clients are educated on proper lash care and it is recommended that Borboleta lash cleansing products are purchased in the Lotus Spa retail area.

SCHEDULING

- All Fill appointments must be scheduled according to the actual days passed since your last fill at Lotus Spa. For example:
 - If it has been 1-14 days since your last fill, you must schedule a 2 Week Fill or longer.
 - If it has been 15-21 days since your last fill, you must schedule a 3 Week Fill.
 - If it has been 21+ days since your last fill, you must schedule a Full Set.

CANCELLATIONS, NO-SHOWS, CHANGING APPOINTMENT TIMES

- A minimum of 48 hours notice is required to reschedule/cancel a booked appointment without penalty.
- **Due to an increase in no-shows, Lotus Spa requires a \$50 deposit for all full sets of lash extensions.** This \$50 deposit will be applied to the balance of your service cost if the policy is observed. As a courtesy, appointment confirmation phone calls are made approximately two days in advance. If your FULL APPLICATION appointment is cancelled or rescheduled with less than 48 hours notice, you no-show, or you are 30 or more minutes late to your appointment, you will lose your non-refundable \$50 deposit as a cancellation fee. If you cancel or reschedule with more than 48 hours notice, your \$50 deposit will be transferrable to your new appointment time, but will not be refunded. For all FILL appointments, the standard Lotus Spa No Show policy will be observed. We do require 48 hours notice for rescheduling and cancellation of appointments. All cancellations not

meeting the 48 hour notice policy will be documented on the client account. After the third occurrence, prepayment for all appointments will be required. All prepayments are non-refundable, even if the appointment is rescheduled or cancelled. These guidelines are made to protect the time of our valuable clinicians as well as the integrity of scheduling at Lotus Spa. If you are running late for your required check-in time and your appointment is now unable to begin at the scheduled start time, you will still be responsible for paying the full price of the services you had scheduled. Our clinicians will do their very best to perform as much of your scheduled service as possible within the time available. Your appointment will end as scheduled so as not to delay the next scheduled guest. In turn, we promise to keep appointments on time, give you our full and undivided attention and of course, the best lash work Eau Claire has to offer!

OTHER ARTIST WORK

- A complimentary consultation is required if you currently have lash extensions from somewhere other than Lotus Spa and are looking to have a LASH FILL done by us. This is because there is a possibility that your current extensions from another artist will need to be removed and put back on properly. During your consultation, our Lash Specialists will evaluate the condition of your current extensions, the adhesive, and your natural lashes. Our Lash Specialists strive to maintain a full, beautifully applied set of lashes to ensure your satisfaction. Our priority is your natural lash health and eye safety. If the Lash Specialist sees fit and you're interested in getting a fresh start, we are happy to assist you with performing a lash extension removal to prepare your lashes for a new set. Alternatively, if our Lash Specialist has approved your current lashes for a fill, they will assist you in booking your fill as soon as the schedule allows to get you started on the track toward beautiful lashes by Lotus Spa! *Consultation must be booked on a separate day, prior to scheduling your fill at Lotus Spa. *Consult not necessary prior to a new full set application.

PHOTOGRAPHY RELEASE

- During the intake process of your lash extension appointment, you will be asked to sign a Photography Release Form to be kept on file for the calendar year.
- In consideration of my engagement as a model, upon the terms herewith stated, I hereby give to Lotus Spa Eau Claire his/her heirs, legal representatives, and assigns, those for whom Lotus Spa Eau Claire is acting, and those acting with his/her authority and permission:
 - the unrestricted right and permission to copyright and use, re-use, publish, and republish photographic portraits for pictures of me or in which I may be included intact or in part, composite or distorted in character or form, without restriction as to changes or transformations in conjunction with my own or a fictitious name, or reproduction hereof in color or otherwise, made through any and all media now or hereafter known for illustration, art, promotion, advertising, trade, or any other purpose whatsoever.
 - I also permit the use of any printed material in connection therewith.
 - I hereby relinquish any right that I may have to examine or approve the completed product or products or the advertising copy or printed matter that may be used in conjunction therewith or the use to which it may be applied.
 - I hereby release, discharge, and agree to save harmless Lotus Spa eau Claire, his/her heirs, legal representative or assigns, and all person functioning under his/her permission or authority, or those for whom he/she is functioning, from any liability by virtue of any blurring, distortion, alteration, optical illusion, or use in composite form whether intentional or otherwise, that may occur or be produced in the taking of said picture or in any

subsequent processing thereof, as well as any publication thereof, including without limitation any claims for libel or invasion of privacy.

- I hereby affirm that I am over the age of majority and have the right to contract in my own name. I have read the above authorization, release and agreement, prior to its execution; I fully understand the contents thereof. This agreement shall be binding upon me and my heirs, legal representatives and assigns.

No exceptions will be made. This policy was created to protect the time of our valued staff and clients.

Sincerely,

Lotus Spa Management

10/1/2019