

Sierra Zaugg MUA Policies

*Please initial each policy after you have read through them and agree to them.

_____ **Arrival-** Please aim to arrive 5-10 mins 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.

_____ **Changing your appointment-** A minimum of 24 hrs notice is required to reschedule/cancel a booked appointment without penalty.

_____ **Sickness or family emergency-** If you, or another person in your household, has an infection or contagious illness, please contact me as soon as possible, so that we can discuss and decide if you need to reschedule your appointment for a later date. For your safety and that of staff and other clients, please do not come to your appointment 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.

_____ **Cancellation + No show-** As a courtesy, appointment reminders are sent out at 48 and 24 hrs either by text, email, or both. **If an appointment is cancelled or rescheduled within 24 hrs of your appointment or no-show, you will be charged 50% of your service as a cancellation fee.** When you book through my booking-site, you will have to enter in your card information in order to book your appointment. Your card 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 my time which books up quickly. In turn, I promise to keep appointments on time, give you my full and undivided attention, and of course, the best lash work UTAH has to offer!!

_____ **Other artists' work-** 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 new ones 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 SIERRA ZAUGG MUA, my priority is your natural lash healthy 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.

_____ **Refund policy-** You are paying for me, as the artist's 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 me within 72 hrs 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 express touch up if it is at the fault of application or product. Any concerns addressed after 72 hrs of your last appointment, or if you have failed to follow the proper aftercare instructions, will be charged at full price for the service.

Client Print Name _____ Client Signature _____

Date _____