

CLIENT POLICIES AGREEMENT

These policies protect appointment availability, service quality, safety and fair treatment. Please read and initial each numbered section. By signing, you confirm that you understand and agree to the policies below.

1. APPOINTMENT DEPOSIT Initials: _____

- A 25% deposit is required to reserve an appointment, is applied to the final balance and must be received before the appointment is confirmed.
- Deposits are generally nonrefundable. With at least 24 hours notice, a deposit may be transferred one time to a rescheduled appointment.
- A lower-priced service does not require a deposit refund; the deposit remains credited to the balance. A higher-priced service may require an additional deposit.
- Failure to pay a requested deposit may result in cancellation or release of the appointment time.

2. CANCELLATION AND RESCHEDULING Initials: _____

- At least 24 hours notice is required. A request is not complete until acknowledged by The Lash Monet.
- With timely notice, the deposit may be transferred once. With less than 24 hours notice, the deposit is forfeited and a new deposit is required to rebook.
- Repeated cancellations or rescheduling may require a larger deposit or full prepayment. Emergency exceptions are discretionary and do not change future policy.

3. LATE ARRIVAL Initials: _____

- A 15-minute grace period is provided. Clients should notify The Lash Monet as soon as they expect to be late.
- Late arrival may require the service to be shortened, modified or limited to what can be completed safely; the full scheduled price may still be due.
- Arrival more than 15 minutes late may require rescheduling and may be treated as a late cancellation. Services will not be rushed or safety and quality compromised.

4. NO-SHOW Initials: _____

- A no-show occurs when a client does not arrive and gives no notice before the scheduled appointment time.
- The deposit is forfeited and a new deposit is required to rebook.
- After one or more no-shows, a 50% deposit or full prepayment may be required. Repeated no-shows may result in loss of online booking or future service.

5. REFUND AND REDO Initials: _____

- Completed beauty services are generally nonrefundable. Results vary based on natural lashes, hair or skin condition, aftercare, lifestyle, medications, products and environmental factors.
- Concerns must be reported within 3 calendar days. Clear photos or an in-person assessment may be required. An approved correction must be scheduled within 7 calendar days of the original appointment.
- Complimentary corrections address only the original concern. A different style, length, shape, fullness or service is a new service and may require payment.
- Corrections may be denied when aftercare was not followed, the service was picked at or altered, incompatible products were used, another provider worked on it or the concern was reported late.
- Lash retention is not guaranteed. Refunds are not provided for unpredictable allergic reactions or sensitivities; removal or corrective service may be offered at The Lash Monet's discretion.

6. LASH FILL VERSUS FULL SET Initials: _____

- Fills replace extensions that naturally shed and do not rebuild an almost-missing set. A standard fill generally requires the recommended maintenance interval and about 40% or more of the set remaining.
- Appointments more than 3 weeks after the prior service, or with less than about 40% remaining, may be priced as an extended fill or full set after an in-person assessment.
- Outgrown lashes, poor retention, heavy makeup, adhesive buildup or inadequate cleansing may require extra time, removal, added charges, reduced application time or a full set.
- Arrive with clean lashes free of mascara, eyeliner, strip-lash adhesive, heavy skincare and excessive makeup. The service provider makes the final fill qualification.

7. FOREIGN FILL Initials: _____

- Foreign fills are accepted only after an in-person assessment. Compatibility with another provider's adhesive, products, technique, styling or work is not guaranteed.
- Unsafe application, excessive adhesive, poor isolation, stickies, damaged lashes, discomfort or other concerns may require the fill to be declined.
- Removal and a new full set may be required. Extra cleansing, removal or corrective work may carry added charges or require rescheduling.

8. GUESTS AND CHILDREN Initials: _____

- Appointment space is reserved for the client receiving service. Guests require prior approval.
- Children may not be left unattended. Arrange childcare; a child who is not receiving service may attend only with prior approval and another responsible adult supervising.
- A distracting or unsafe guest or child may cause the service to be stopped, shortened or rescheduled, and the late-cancellation policy may apply.
- Service animals are permitted as required by law. Pets and emotional-support animals that do not qualify as service animals may be restricted from the treatment area.

9. ILLNESS Initials: _____

- Reschedule for contagious symptoms such as fever, vomiting, unexplained rash, active eye infection, pink eye or significant coughing. Disclose eye redness, swelling, discharge, styes or irritation before lash services.
- Waxing may be postponed for infection, cold sore, open wound, severe irritation, rash, sunburn or another contraindication. A service may be refused, postponed or stopped when illness creates risk.
- Same-day illness cancellations are reviewed individually. A deposit transfer is discretionary. Repeated illness-related late cancellations may require a new deposit or full prepayment.

10. RIGHT TO REFUSE, MODIFY OR STOP SERVICE

Initials: _____

- The Lash Monet may refuse, modify, postpone or stop a service that cannot be performed safely, legally, professionally or within the provider's licensed scope.
- Reasons include medical or skin contraindications, infection or open wounds, suspected allergy, unsafe lashes, failure to disclose relevant information, impairment, harassment, abusive or sexually suggestive conduct, refusal of sanitation instructions, repeated policy violations, unrealistic expectations or insufficient time caused by lateness.
- Inappropriate language, exposure, touching or behavior may end the service immediately. Payment may still be due for reserved time, products used and work already performed. Future appointments may be declined.

11. PAYMENT Initials: _____

- The remaining balance is due when service is completed unless prepayment is required. Accepted payment methods may change.
- Clients must verify prices before the appointment. Added services, removal, corrective work, extra time or upgrades may increase the total.
- Promotions and discounts must be applied before payment and may not be combined unless allowed. Gratuity is optional unless clearly stated otherwise.
- Returned payments or declined transactions may incur fees where permitted by law. Unpaid balances must be resolved before another appointment is scheduled.

12. PAYMENT DISPUTES AND CHARGEBACKS Initials: _____

- Contact The Lash Monet before filing a dispute or chargeback so the concern can be reviewed and addressed.
- A chargeback does not automatically cancel valid obligations for services, reserved time, late-cancellation or no-show fees, or products. Appointment records, signed agreements, messages, photos, invoices and payment records may be submitted in response.
- A knowingly false or fraudulent chargeback may end the client relationship and lead to collection of a valid balance where permitted. Unresolved disputes or unpaid balances may prevent future booking.
- Nothing in this agreement limits consumer rights that cannot legally be waived.

13. COMMUNICATION AND POLICY UPDATES Initials: _____

- Clients must maintain accurate contact information. Confirmations and reminders are a courtesy; not receiving one does not excuse a missed appointment or late cancellation.
- Clients remain responsible for recording and attending the scheduled appointment time.
- The Lash Monet may reasonably update policies, prices, service qualifications and booking requirements. The version in effect when an appointment is scheduled or performed applies.

CLIENT ACKNOWLEDGMENT

I confirm that I have read and understand this Client Policies Agreement, including the deposit, cancellation, rescheduling, late-arrival, no-show, refund, correction, lash-fill, foreign-fill, guest, child, illness, payment and chargeback policies. I agree to provide accurate service information and communicate concerns promptly and respectfully. I understand that this agreement does not waive any legal rights or responsibilities that cannot lawfully be waived.

Client Printed Name: _____

Date: _____

Client Signature: _____

FOR CLIENTS UNDER 18

I certify that I am the client's parent or legal guardian, have reviewed this agreement and accept responsibility for the minor client's appointment and payment obligations.

Parent/Guardian Printed Name: _____

Relationship to Client: _____

Parent/Guardian Signature: _____

Date: _____

BUSINESS USE

Policy Version Date: _____

Staff Initials: _____