**BOUTIQUE POLICIES // FAQ**

*This is important information for our clients in order to become familiar with our policies and procedures at the boutique. Please read through these frequently asked questions so you feel confidently informed when coming to your appointment.*

**PLEASE INITIAL EACH LINE IN THE SPACE PROVIDED**

Our boutique is for adults only. Children under the age of 13 are not permitted. Clients under 18 must have a guardian present in order to receive a service.

Pets are not allowed. Service dogs are allowed to assist the disabled due to federal and state law.

As licensed professionals, it is part of our job to prevent the spread of communicable diseases. Should anyone of our staff members become sick, all appointments will be rescheduled until they are no longer contagious or are well enough to come back to work. For the safety of all, we ask that clients who are ill stay home. Late cancellation fees will be waived for clients who are ill.

We require all clients to fill out and sign a consent form for all services.You will only have to fill it out once and it will remain on file with us indefinitely. These forms are required to be kept on file by the company we have purchased liability insurance from and are for the protection of all parties. If you haven't filled one out or are a new client, please give yourself an extra 10 minutes to fill it out before your appointment.

We often send out updates and offers via MailChimp. Wefind that some e-mail servers filter them into Spam or Promotions folders – keep an eye out for these e-mails because important information and promotions are sent out this way!

**CANCELLATION // NO SHOW // LATE ARRIVAL

PLEASE INITIAL EACH LINE IN THE SPACE PROVIDED**

**Same Day Cancellation:** A charge of 100% of the service price will be applied to the client’s credit card on file when cancelling the day of an appointment. If a credit card is declined or not on file, a same day invoice will be generated via Paypal and sent to the client's email address.

**No-Show:** A charge of 100% of the service price will be applied to the client’s credit card on file when failing to arrive to a scheduled appointment. If a credit card is declined or not on file, a same day invoice will be generated via Paypal and sent to the client's email address.

**Late Arrival:** Out of respect and courtesy, we ask that all clients arrive on time to their scheduled appointment. **We take our commitment to being ready for each client when they are scheduled very seriously. If a client arrives significantly late (over 15-20 minutes), their treatment time will be reduced to avoid running over into another client's booked time.** We appreciate all of your cooperation and respect regarding this.

Signature Date

Authorized By: