

Terms and Conditions

Booking Appointments

When booking an appointment Eyelight Lashes you agree to adhere to the following policies. By agreeing to these policies, you accept that failure to comply may result in you being refused treatment (regardless of whether booking fees have been paid or not)

A face mask maybe required depending on current covid restrictions.

Please do not attend your appointment if you are sick and give plenty of notice to us (min 7 days).

Once a booking is made, the address will be sent along with a confirmation of booking.

You will receive a reminder message before your appointment.

For clients who's age ranges between 16–18 yrs, written parental consent will be required before appointment. No treatments will be performed to those who are aged younger than 16 yrs old.

To avoid last minute cancellations and no shows, Eyelight Lashes require a 50% booking deposit at the time of booking your appointment. This fee is non-refundable if you do not follow our cancellation policy or fail to arrive for your appointment.

Booking deposits can be paid GBP sterling cash or via bank transfer to sort code 09-01-29 account number 49212507. You must use your name as the reference otherwise we cannot match your payment to your booking.

Failure to make payment within 24 hours of requesting your appointment, will result in the request being declined and your appointment will not be held for you.

Patch tests

A patch test is required for all clients to check for allergies at least 24 hours before the following treatments: Eyelash Extensions. Eyebrow treatments. Eyelight Lashes are not liable for any reaction since having the patch test or due to having the patch test/ lash or brow treatment.

Please bare in mind that, on some occasions, the results may not always be accurate and an allergic reaction may still occur, even if the results were negative.

If after your appointment, if you experience any discomfort, itchiness or redness in the eye area, please get in touch with us for advice and also refer to your GP immediately.

You should never ignore any symptoms of an allergic reaction, as it may lead to serious health issues if untreated.

Eyelight Lashes does not hold any responsibility for any medical conditions raised OR gained since having eyelash extension treatments or other eye treatments. Terms and Conditions (continued part 1)

Eye make-up and contact lenses

Please make sure your lashes are clean and free from eye make-up before your appointment. If your lashes need to be cleaned during your appointment time, this will reduce the time available for the application of new lashes. It may also mean that your lashes do not last as long if there is make-up residue remaining on your lashes.

We also request that you remove contact lenses before any eyelash treatments, but they can be put straight back in after treatment.

Cancellation Policy

If you would like to reschedule your appointment please notify me at least 48hrs ahead of time & your deposit will be

transferred to your preferred rescheduled time. If you only want to cancel your appointment & in the future book again, your deposit will be held until you have rebooked.

If you cancel within 24 hrs of appointment, 100% of service will be charged.

Please CANCEL your appointment if you are sick, having any flu like/COVID-19 symptoms, waiting on test results or have been

around anyone who is sick. If necessary, refunds will be reviewed on a case by case basis. Eyelight Lashes decisions are final.

LATE & NO SHOWS

You will have a 15 minute grace period, appointment will need to be rescheduled if more than 15 minutes late & deposit will be forfeited.

No shows (not showing up to appointment without prior notice) will be charged 100% of service. No future bookings will be arranged without a genuine reason.

We have the right to refuse treatment if we feel our policies have not been followed by clients.

Infill Policy

We use only the highest quality products here at Eyelight Lashes and our work is covered for 48 hours after your appointment. In order to maintain our high standards, we are unable to infill lashes done by another lash tech.

40% lashes must be remaining for 2 & 3 week fills. If less than 40% it will be a new full set. If more than 3 weeks & 3 days from last appointment it is a new set.

2 weeks = no more than 17 days from last appointment

3 weeks = no more than 24 days from last appointment Terms and Conditions (continued part 2)

Guests at Appointments

We politely ask that you do not bring guests with you to your appointment. Space is limited in the salon and we don't want anyone to feel cramped and uncomfortable.

Children at Appointments

Strictly no children are allowed in the treatment room during lash appointments. Our insurance does not cover under 18s so we politely ask that you leave the children at home.

Unsuitable for Lash Treatments

Whilst lash treatments are safe and we use the very highest products to reduce the risk of complications, they can occur (even after patch tests have been performed.)

For this reason we are unable to provide any lash treatments to under 16s and pregnant women before their first trimester as our insurance does not cover us to do so.

Pregnant women are at a higher risk of allergic reactions, you may find you are allergic to things you have previously not had a problem with and as you cannot take usual allergy medications, it's not wise to put you and baby at risk.

Pregnancy and breast-feeding can also cause issues with retention, lash shedding (hair loss), oily skin etc which may also mean your lash treatments won't last well.

Some clients might just not be suitable for lash or brow treatments due to ill health of their lashes or brows. Please be aware of this and take into consideration any advice given to you.

ADDITIONAL INFORMATION

All our treatments end results are not guaranteed and we cannot be accountable to offer refunds. In only very unique cases refunds could be offered but this is under our discretion only.

We advise you to not open your eyes during our treatments and we cannot be responsible.

Please come to your appointment with clean lashes.

This means: NO MASCARA OR EYESHADOW. For new appointments; do not curl your natural lashes less than 24hrs prior to your appointment.

You will be given full aftercare advice, please follow this.

Avoid saunas, steam & sunbeds for the first 24hrs.

Do not pick, pull or rub your lashes.

Do not sleep facing down on your lashes.

Use only water based makeup and makeup remover and no oil based products around the eyes.

Never perm, lift or tint your Eyelash Extensions.

Eyelash curlers should never be used as they may damage the bond of your eyelash extensions.

Note; It is usual to experience the loss of the lashes during the first few weeks as part of the natural growth cycle. To extend the life of your lashes please come in for regular scheduled infills.

Thank you.