

## **SALON POLICY**

Dear our beloved customers, here are the salon standard policies for your comfort, benefits and for salon's safety and finest services.

- **We have the right to be selective. We treat all our clients with the most respect and we expect the same in return.**
- **We reserve the right to refuse services for any reasons we deem necessary.**
- **We are not responsible for loss or damage to personal articles, Please keep all valuable items with you during your service.**
- **You are responsible for any broken or damaged equipment, products in the salon. (Including broken nail polish bottles).**
- **Clients must inform us of any medical conditions, allergy (to lotion, hand cream, nail polish, oil, nail polish fume....) pregnancy or medications you are taking and any changes since your last treatment.**
- **Children are not permitted in service areas or treatment rooms unless they are receiving a service.**
- **All products and services, Gift Certificates are non-refundable or exchangeable.**
- **With the enhancements and gel polish manicures, If there is any problem (broken nails, chipping, discolor polish...), you must inform us within 3 days and with proof of payment. If we agree that the problem was caused by our products or by our nail technician, please schedule a free repair. If it is caused by client (example: discolor polish from spray tan or make-up, broken nails from sport/home/cleaning...activities,...) or is informed to us after longer than 3 days, client might pay for fixing or redo.**
- **Please choose your options of nails colors/artificial nails carefully as we cannot be held responsible if you simply change your mind or you don't like the outcome. If you wish to change the color or enhancements, you have to pay full price for the service.**

**Thank you!!! ☺☺**

**01/01/2016**

**VIP NAILS**