

# OUR POLICY

## OUR MISSION

It is our mission to provide all our customers with a remarkable experience while performing our business with integrity and deep knowledge of our profession. We are committed to providing superior service to each individual guest with added value. Through our friendly customer service and education, we will strive to be your number one choice for all your NAIL CARE needs, while setting the standard in nails spa environmental responsibility.

## CANCELLATIONS

Appointments can be cancelled 2 hours in advance by calling (301) 603-2995. Please give at least 2 hours' notice so that we have the opportunity to offer your reserved time to another client on our waiting list. We understand that sometimes emergencies happen, and it's not always possible to give adequate notice when you can't make an appointment. However, be aware that if you repeatedly cancel appointments without proper notice, we reserve the right to ask for a non-refundable deposit to secure your next appointment.

## LATE ARRIVALS

Tardiness Scheduled appointments have a 15 minutes grace period to allow for unpredicted traffic or parking difficulties. If you anticipate that you will be later than 15 minutes, please call ahead to see if we have the availability to complete your service in full. One late client can throw off our entire schedule and cause our other clients to be late for their commitments. Therefore, if you arrive more than 15 minutes late, we reserve the right to refuse partial or complete services or consider as walk-in.

## REFUNDS

If you are not happy with your nails, please make us aware of it before you pay. We will adjust them to your satisfaction or remove any enhancements or coatings that have been applied. No refunds will be given after you have left the salon.

## COMPLIMENTARY FIXES

If you are ever dissatisfied with any service in the salon, we will gladly make the corrections necessary to exceed your expectations within 3 days of your original services. No refund is given after it has been rendered.

– Enhancements and gel polish manicures are guaranteed for 5 business days after your service; excluding breakages. If you lose an enhancement or notice chips or lifting in the first 5 days, please call us to schedule a free repair. (Repairs must be arranged within 3 days of notification to the salon to be considered complimentary fixes.) Repairs after 5 days or for breakages, tears, and corner breaks without notifications are \$7+ each. (Please remember, nails are jewels, not tools. Be kind to your nails and they will look beautiful for weeks after your service.)

-Traditional Nail polish services are not guaranteed.

However we would be glad to fix them for you. Must be called in within 24-48 hours after initial service and schedule an appointment for nail fix within 2 days.

Please DO NOT EMAIL for fixes. Please call the salon and leave a voice message if no one picks up. We would like to quickly serve you as soon as possible.

#### CHILD SAFETY

In order to provide comfortable and relaxing atmosphere children are only permitted in the salon if they are being seen by one of our Nail Artisan. For safety reasons and insurance purposes, NO child under the age of 12 may accompany you while you are having a service. We do not want to compromise you and our other guests experience and kindly ask that you make your child care arrangements prior to your scheduled appointment. We do not have the facilities to care for children and will not provide child supervision. We cannot assure their safety in a professional environment. YOUR UNDERSTANDING IS GREATLY APPRECIATED.

#### CELL PHONES

The Nail Polish Cottage is a place for our clients to relax. Please check to see if your phone is on vibrate or silent. We ask kindly that if you need to make a phone call please step outside or put on headphone. Keep in mind this may cut into your service time. We also ask that while your Nail Artisan is working with you, you do not use your cell phone. It makes it difficult for them to do their job up to the standards. Thank you!

#### We Reserve the Right to Refuse Service To:

Anyone with a nail condition we suspect may be contagious

Anyone with open or infected wounds on the treatment area

Anyone in ill health that we may suspect may be contagious, or we fear could be harmed by our service

Anyone more than 10-15 minutes late for an appointment

Anyone demonstrating inappropriate behavior to our nail technicians and other customers