

PINK CHERRY SALON ETIQUETTE

At Pink Cherry Wax & Lash, we are committed to creating a personalized experience where you leave feeling exceptionally beautiful, and as such, we request that all guests consider the below points in our Salon Etiquette guide. Following these helpful tips will enable the Pink Cherry team to provide an optimum service for each and every guest.

CONFIRMING YOUR APPOINTMENT

All clients are given a choice of or combination of Email, Text Message or sent an SMS in the lead up to their appointment. In receipt of this we ask that you confirm or cancel your appointment by replying to the chosen form of communication. Alternatively you're welcome to phone or come by the salon to confirm.

APPOINTMENT TIME

At Pink Cherry, we prefer that all guests arrive on time for their appointment. If you are running more than 5 minutes late, your appointed Aesthetician may deem it necessary to reschedule your appointment as this will impact the time available for subsequent appointments. Keep in mind, if you are running behind, it causes the entire salon to run behind for the rest of the day.

Late arrivals may also incur a cancellation fee.

If you are pressed for time, you are encouraged to notify your appointed Aesthetician by calling the Front Desk at 702-751-4929, and they will do their best to accommodate your circumstance.

CANCELLING YOUR APPOINTMENT

We ask that cancellations are made at least 24 hours in advance of your appointment, and are accepted by phone, SMS, online or by walking into the salon prior to your appointment.

If you have confirmed your appointment (by any of the options above) and then do not arrive at the appointed time, Pink Cherry may deem it necessary to charge a cancellation fee. Frequent last minute cancellations and failures to appear may result in a deposit being necessary for all future appointments.

RESPONSIBILITY OF CHILDREN AND PERSONAL ITEMS

For the safety and comfort of all guests, we ask that children are accompanied by an adult at all times, and for safety reasons, do not play on the salon furniture or be allowed to run down the halls. Parents will be charged the full price of repairing or replacing any damaged equipment resulting from misuse by their children.

Please also note that personal items are the responsibility of the client at all times.

SALON EXPERIENCE

In consideration of other clients, please turn cell phone ringers to a lower setting or vibrate.

For the comfort of all guests, we ask that there is no inappropriate conversation within the common areas on the Salon. Additionally, guests are asked to be mindful of others and keep the conversations at a respectable noise level.

No inappropriate Contact will be tolerated. Guests who indulge in such behavior will be required to leave immediately and will be liable for the entire cost of the service scheduled.

Customers can request particular Aestheticians when scheduling however Pink Cherry reserves the right when necessary to make changes of Aestheticians or technicians without notification due to sickness, leave or if the change will ensure smoother operations for scheduling times.

PAYMENT METHODS

Payment for all services can be made by cash, Visa, MasterCard and Discover.

QUOTES ONLINE OR OVER THE PHONE

Whilst we endeavor to provide accurate quotes for all services over the phone and online, prices may vary following a personal in-depth consultation in the salon. Please request a quote from your Aesthetician during the face-to-face consultation process if required.