

## **Company Policy**

### **Mobile Hair and Color Services**

There are no refunds on deposits or cancellations after 5 hours of your booking. A 50% refund can be given if you cancel between 1 to 5 hours from the start of your booking. Any bookings before 30 minutes can receive full refund.

Correction of color or hair-cutting services may be offer at manager/owner's discretion.

Credit is void if you visited other salons or any beauty establishment for corrections prior to contacting us via email or phone.

### **Company Events / Spa Party (Spa Services) Cancellation**

There are no refunds on deposits or cancellations after 5 hours of your booking. A 50% refund can be given if you cancel between 1 to 5 hours from the start of your booking. Any bookings before 30 minutes can receive full refund.

Arizona is fully open to provide any Spa or Beauty Services as of May 15th, 2020 COVID-19. Events that were Scheduled after this date will not be able to get a refund. If your state closes again due to COVID-19 and Arizona, you will be entitled to a full refund.

If you or a group member of your event became in contact with someone who has COVID-19, please notify us at least 7 days prior to your event. We will refund you 50% of the services booked or if you decide to reschedule your event due to Covid-19, a full credit will be offered to be used in the next six months. We will need a proof document from the testing center that you or anyone in your group is clear and no longer have the virus to perform any services.

### **Regular Manicures and Pedicures will be performed as is.**

If any client or group pays for a regular Manicure and Pedicure and the client or any member of the group has either Gel Polish, SNS or Acrylic nails on the date of service, we will not perform either services and there will be no refunds allowed. Gel Polish, SNS or Acrylic nails takes longer to remove, as we discussed it with you before booking your event.

There are no substitutions on any service(s) once the event has been booked or the invoice has been paid in full.

### **Client misconduct while receiving a massage**

If our massage therapists perceives or are persuaded into an inappropriate touch or are told to perform services beyond the limits of the massage (sexual touching, foul language or any derogatory comments that are sexual in nature) the massage therapist has the right to terminate the service and leave the premises. No refunds will be issued if this situation presents itself.

### **Personal Property & Valuables**

Please make sure to remove all jewelry before getting our spa services and make sure to put all valuables or belongings in a safe place. We are not responsible for the loss of personal property and valuables while performing our services.

### **Deposit for events**

There are no deposit options for individual services.

A 50% non-refundable deposit is required prior to booking for company events and group spa packages.

All fees and or Invoices must be paid at least 7 days prior to the date of your event.

By paying an invoice with either a partial deposit or in full, you agree to the terms and conditions of the cancellation policy.

### **Product Return**

Products may be return or exchanged for credit only within 5 days and must not be open or used.

If you have any questions or concerns, please email them to [BeauticiansOntheGo@gmail.com](mailto:BeauticiansOntheGo@gmail.com)

Carla Olivares, BSBC

President and Founder

Beauticians On The Go, PLLC