

Eloïse Beauty Vault Eyelash Extensions Terms and Conditions

Please read carefully before booking. By confirming your appointment and/or receiving eyelash extension services with **Eloïse Beauty Vault**, a division of **Eloïse Beauty Group**, you confirm that you have read, understood, and agreed to the following terms and conditions in full.

1. Eligibility & Health

- You must be 18 years or older to receive eyelash extension services.
- You are responsible for disclosing any allergies, eye conditions, infections, sensitivities, or medical issues that may affect your suitability for treatment.
- Services cannot be performed on clients with active eye infections, styes, conjunctivitis, blepharitis, or recent eye surgery.
- Contact lenses must be removed before the procedure.
- Please inform your lash artist if you are pregnant or have previously experienced allergic reactions to lash adhesives or cosmetic glues.
- Eloïse Beauty Vault reserves the right to refuse service if any condition may compromise safety, comfort, or results.

2. Results & Maintenance

- Eyelash extensions are a semi-permanent cosmetic service. Retention and results vary depending on natural lash condition, lifestyle, oil production, makeup use, and aftercare.
- A full set typically lasts **2 to 6 weeks**, with recommended fills every **2 to 3 weeks** for the best appearance.
- Results may differ from photos or examples shown, as every client's natural lashes and eye shape are unique.
- Eloïse Beauty Vault cannot guarantee specific fullness, longevity, or retention as these factors depend on your natural lash cycle and aftercare.

3. Risks & Reactions

- Lash extensions involve the use of professional adhesives near the eyes. Possible reactions include irritation, redness, watery eyes, or allergic response.
- All products used are professional and applied safely, but sensitivities can occur at any time—even if you have previously had extensions without issues.
- By proceeding, you acknowledge these risks and agree that Eloïse Beauty Vault, its staff, and affiliates are not liable for allergic reactions, irritation, or complications during or after your appointment.
- If irritation occurs, you must seek medical advice immediately. Removal may be required and will be at your own expense.

4. Aftercare

Following aftercare is essential to maintain lash health and retention. Poor aftercare can result in premature loss or irritation.

Aftercare Guidelines:

- Keep lashes dry for the first **24 hours** after application.
- Avoid oil-based products, waterproof mascara, and lash curlers.

- Do not pick, pull, or rub your extensions.
- Clean lashes daily with a lash-safe cleanser.
- Avoid saunas, steam rooms, and swimming for **24–48 hours**.
- Schedule fills every **2–3 weeks** to maintain your desired look.

Eloïse Beauty Vault accepts no responsibility for poor retention or issues caused by inadequate aftercare.

5. Payments, Cancellations & Refunds

- A **non-refundable 40% booking fee** is required to secure your appointment. No payment, no booking.
- Cancellations or rescheduling with less than **48 hours' notice** will result in loss of the booking fee.
- Arriving more than **15 minutes late** may lead to cancellation and forfeiture of your booking fee.
- Balances must be paid in full on the day of service.
- Due to the nature of beauty services, **no refunds** will be issued once treatment has been performed.
- Fills scheduled after **3 weeks**, or where less than **40%** of extensions remain, will be charged as a new set.

6. Consent & Acknowledgement

By booking and undergoing treatment, you confirm that:

- You have read, understood, and agreed to all terms and conditions.
- You are aware of the risks, reactions, and limitations associated with eyelash extensions.
- You have disclosed all relevant health, allergy, and medical information truthfully.
- You understand that results are not guaranteed and agree to proceed at your own risk.
- You release Eloïse Beauty Vault, its owners, staff, contractors, and affiliates from all liability for reactions, irritation, or loss of extensions following your appointment.
- You understand that aftercare compliance directly affects retention and that failure to follow instructions removes any responsibility from the studio.

7. Legal & Compliance

- All services are performed according to South African health, hygiene, and safety standards.
- Tools and materials are sterilised or single-use disposable.
- Eloïse Beauty Vault reserves the right to refuse service at any time.
- By accepting these terms, you waive any right to dispute, claim, or chargeback relating to results, retention, or satisfaction.

8. Important Note

Eyelash extensions enhance your natural lashes and require care, maintenance, and regular refills. Individual retention varies, and Eloïse Beauty Vault makes no guarantees or warranties—express or implied—regarding longevity, uniformity, or perfection of results.