



MV Makeup & Skin Care

POLICIES AND FAQs for SKIN CARE TREATMENTS

Most of our treatment service are time-intensive service. In booking your appointment, we are reserving a designated amount of time specifically for you to properly prepare the room for your treatment. Due to the timing, cost of preparations, and to hold the room in anticipation of your visit, we kindly ask for the following considerations when booking and cancelling an appointment.

BOOKING FEE*: A credit card and 50% booking fee is required to reserve an appointment, this will then go towards the service of your choice. If you choose to rebook a later date, booking fee is transferable if it is within the 48-hr cancellation policy, otherwise all fees are non-refundable thereafter. NO EXCEPTIONS.

** This policy applies to gift certificate holders as well.*

CANCELLATIONS*: We require at least a 48-hour notice for all appointment cancellations except for Micropigmentation and Makeup Application (please refer to your contract/emails). No shows or same day cancellations: You will be charge 100% of the service price booked in addition to a non-refundable 50% booking fee is required for any future bookings. NO EXCEPTIONS.

** This policy applies to gift certificate holders as well.*

CONSENT FORMS: All consent forms and medical questionnaires will be sent via email after appointment is scheduled and must be completed no later than the day prior to your appointment. We will not be able to see you until these are all completed.

ARRIVAL/LATE ARRIVAL: Please arrive at your scheduled appointment time promptly. Due to COVID-19, we are limiting people inside the facility. Please stay in your car, text us at (929) 352-1093 when you arrived, and we will text you the instructions to get into the building.

We understand that unexpected things can happen on your way to us and unable to arrive on time. Please call immediately and let us know if you will be late. We will try our best to accommodate you; however, out of respect for other clients' time, we cannot guarantee the full-service time if you are late. We will do what we can in the time allowed. Please note that you will still be charge for the full amount of the service you originally booked.

SICKNESS AND ALLERGIES: For our and other guests' safety, if you are experiencing any signs of COLD, COUGH, COVID, &/OR FLU-LIKE symptoms in the last 48 hours, please cancel your appointment ahead of time and DO NOT SHOW UP. If you show up for an appointment and are sick, getting over a sickness, or show signs of any of the above including severe allergies, but not limited to coughing, sneezing, congestion, you will be refused service and will be charged full amount of the service and a 50% non-refundable to re-book any future appointments. NO EXCEPTIONS.

Please note, it is also not advisable that someone with severe allergies to get any skincare treatment/procedure at the time, as the skin can be more reactive and sensitive to steam &/or products used during treatments.

CONSULTATIONS: Consultations are always done before starting your facial, this time is built into your service. Please advise your esthetician immediately during consultation if you are interested in Add-On Services, depending on time and type of Add-On, it may or may not be possible.

TREATMENT ROOM POLICY: Due to COVID-19 only the client receiving a service is allowed in the treatment room at the time of service. All other guests must wait in the waiting area. No children, toddlers, and babies, though we love them, we must kindly ask that you do not bring them with you to your appointment.



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PRODUCT RETURN POLICY: Only "unopened items" may be returned within 7 days of purchase, please call 929- 352-1093 or email us immediately at mvmakeupandskincare@gmail.com to arrange a return.

PACKAGES: All Packages purchased are not redeemable for cash, are nonrefundable, and non-transferable.

PAYMENTS: We accept cash, Zelle, Venmo, debit, and major credit cards. We do not accept personal checks or Traveler's Cheques.

GRATUITY: Gratuity is not included in the price. Tips typically average 15% to 20% of your service total.

GUEST: Must be at least 18 years old to receive services. Anyone under 18 years of age, must be accompanied by a parent or guardian.

SERVICE/TREATMENT REFUNDS: NO FULL OR PARTIAL REFUNDS will be given once the service has already started. "Special medical circumstances" MAY be made if there is an issue, this type of refunds is at the technician's discretion ONLY.

* Please note that it is at the Esthetician's discretion to stop a service or refuse a service, if the service provider feels unsafe, mistreated, or harassed (verbally or physically) by a client, or if the service is not appropriate for the client, depending on the client's information provided at the time of consultation, medical history, injuries, or composition.

GIFT CERTIFICATES: Gift Certificates are not redeemable for cash and are non-refundable. Gift Certificates must be presented at the time of service.