

# ANROSA

## NAGELSALON & OPLEIDINGEN

### HOUSE RULES

- ❖ I DON'T TAKE WALK-INS. I ONLY WORK WITH BOOKED APPOINTMENTS.
- ❖ WOULD YOU LIKE TO RESCEDUAL YOUR APPOINTMENT? PLEASE CALL AT LEAST 48 HOURS (2 WORKDAYS) IN ADVANCE. PLEASE DO NOT RESCEDUAL VIA WHAT'S APP, TEXT OR FACEBOOK MESSENGER.
- ❖ ARE YOU DELAYED? PLEASE CALL ME AND LET ME KNOW AT LEAST 48 HOURS (2 WORKDAYS) IN ADVANCE. PLEASE DO NOT RESCEDUAL VIA WHAT'S APP, TEXT OR FACEBOOK MESSENGER.
- ❖ IF YOU DO NOT CANCEL OR RESCEDUAL YOUR APPOINTMENT ON TIME, OR IF YOU DON'T SHOW UP, YOU WILL RECEIVE AN INVOICE FOR THE FULL AMOUNT OFF THE SERVICE. YOU WILL RECEIVE THE INVOICE BY MAIL AND BY POST.
- ❖ ARE YOU MORE THAN 10 MINUTES LATE? UNFORTUNATELY I HAVE TO RESCEDUAL YOUR APPOINTMENT BECAUSE I DON'T WANT THE REST OF MY APPOINTMENTS TO RUN LATE.
- ❖ I DON'T DO GEL- OR ACRYLIC REFILLS ON NAILS THAT ARE DONE BY ANOTHER NAILTECH. THE SHAPE OFF THE NAIL IS ALREADY MADE AND I CAN'T CHANGE IT IF IT ISN'T SOLID OR MADE USING THE PROPER TECHNIQUE. THE OLD SET WILL BE SOAKED OFF AND I WILL SCULPT YOU A NEW SET OF NAILS.
- ❖ YOU WILL GET A 2 WEEKS WARRANTY ON YOUR SERVICE. THE WARRANTY IS VOID IF THE NAILS ARE DAMAGED ON PURPOSE AND/OR IF YOU DIDN'T HELD TO THE CARE TIPS MENTIONED IN THE FOLDER YOU RECEIVED FROM ME AT YOUR FIRST APPOINTMENT.
- ❖ SMOKING, EATING, PETS AND CHILDREN UNDER THE AGE OF EIGHTEEN ARE NOT ALLOWED IN MY STUDIO.
- ❖ YOUR CUSTOMER CARD WILL REMAIN IN THE POSSESSION OF ANROSA. UNDER NO CIRCOMSTANCE WILL YOUR CARD BE GIVEN TO SOMEONE ELSE.
- ❖ ANROSA IS REQUIRED TO MAINTAIN THE CONFIDENTIALITY BETWEEN HERSELF AND HER CUSTOMERS AND ANY INFORMATION THE CUSTOMER SHARES WITH ANROSA. THIS WITH EXCEPTION OF INCRIMINATING INFORMATION THAT IS PUNISHABLE.
- ❖ PAYMENT IS MADE DIRECTLY AFTER THE SERVICE. YOU CAN PAY IN CASH OR VIA PIN.
- ❖ I DON'T WORK ON ACCOUNT .