

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, DM OR FACEBOOK MESSENGER. YOUR MESSAGE CAN GET LOST BECAUSE OF THE MANY MESSAGES I GET VIA WHAT'S APP ETC..
- ❖ 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, DM OR FACEBOOK MESSENGER. YOUR MESSAGE CAN GET LOST BECAUSE OF THE MANY MESSAGES I GET VIA WHAT'S APP ETC..
- ❖ 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 A PAYMENT REQUEST VIA WHAT'S APP. THERE WILL NOT BE ANY NEW BOOKINGS PLANNED UNTIL THE INVOICE IS PAID AND BOOKINGS THAT ARE PLANNED IN ADVANCE ARE CANCELLED. NEW BOOKINGS WILL BE CONFIRMED WHEN A DOWNPAYMENT HAS BEEN MADE OF 50% OF THE TOTAL AMOUNT OF THE SERVICE.
- ❖ ARE YOU MORE THAN 10 MINUTES LATE? UNFORTUNATELY I HAVE TO RESCHEDULE YOUR APPOINTMENT BECAUSE I DON'T WANT THE REST OF MY APPOINTMENTS TO RUN LATE.
IF YOU DON'T WANT A NEW APPOINTMENT THEN YOU'LL RECEIVE AN INVOICE FOR THE FULL AMOUNT OF THE SERVICE THAT'S BEEN CANCELLED.
- ❖ I DON'T DO REFILLS ON NAILS THAT ARE DONE BY ANOTHER NAIL PROFESSIONAL. 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 100% 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 CAN READ ON MY WEBSITE. YOU CAN FIND IT UNDER THE TAB "ONDERHOUD NAGELS".
- ❖ SMOKING, PETS AND CHILDREN UNDER THE AGE OF EIGHTEEN ARE NOT ALLOWED IN MY SALON.
- ❖ YOUR CUSTOMER CARD WILL REMAIN IN THE POSSESSION OF ANROSA. UNDER NO CIRCUMSTANCE 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 TIKKIE.
- ❖ I DON'T WORK ON ACCOUNT .