

REAL BEAUTY SOLUTIONS

SERVICE POLICIES

1. Appointment Guidelines

1.1 Booking Procedure

- Online booking available 24/7
- Phone bookings during business hours
- In-person bookings at reception
- Consultation required for first-time aesthetic treatments

1.2 Arrival Time

- Arrive 15 minutes before scheduled time
- Late arrival may result in:
 - Shortened service time
 - Rescheduling with applicable fees
 - Service cancellation

1.3 What to Bring

- Valid ID for age verification
- Medical history forms (if applicable)
- Method of payment
- Gift certificates (if applicable)

2. Service Environment

2.1 Facility Rules

- Mobile phones on silent mode
- No photography without permission
- No outside food or beverages
- Children must be supervised
- Pets not allowed (except service animals)

2.2 Health and Safety

- Inform us of any health changes
- Follow technician instructions
- Report any discomfort immediately
- Complete all required forms accurately

3. Treatment Protocols

3.1 Consultation Process

- Medical history review
- Skin analysis and assessment
- Treatment plan discussion
- Expected outcomes explanation
- Consent forms completion

3.2 Treatment Procedures

- Sterile equipment used for all treatments

- Single-use items disposed properly
- Sanitization between clients
- Qualified professionals only

3.3 Post-Treatment Care

- Detailed aftercare instructions provided
- Follow-up appointments scheduled
- Emergency contact information shared
- Progress monitoring

4. Client Responsibilities

4.1 Health Disclosure

You must disclose:

- Current medications
- Medical conditions
- Allergies
- Previous treatments
- Pregnancy status

4.2 Pre-Treatment Preparation

- Follow pre-treatment guidelines
- Avoid certain medications/supplements
- No alcohol 24 hours before treatment
- Proper skin preparation

4.3 Post-Treatment Compliance

- Follow aftercare instructions
- Attend follow-up appointments
- Report adverse reactions
- Protect treated areas

5. Professional Conduct

5.1 Staff Standards

- Certified and trained professionals
- Continuous education required
- Professional appearance maintained
- Confidentiality upheld

5.2 Client-Staff Interaction

- Respectful communication expected
- Professional boundaries maintained
- Feedback welcomed
- Complaints handled promptly

6. Service Limitations

6.1 Contraindications

We cannot perform services if you have:

- Active infections or skin conditions
- Certain medical conditions
- Recent surgical procedures
- Unmanaged health issues

6.2 Realistic Expectations

- Individual results may vary
- Multiple sessions often required
- Maintenance treatments recommended
- Lifestyle factors affect outcomes

7. Special Circumstances

7.1 Medical Emergencies

- First aid available on site
- Emergency services contacted if needed
- Medical information accessible to emergency personnel

7.2 Accessibility

- Wheelchair accessible facilities
- Assistance available upon request
- Service animals welcome
- Special needs accommodations

8. Feedback and Complaints

8.1 Complaint Procedure

1. Speak to service provider
2. Escalate to manager if unresolved
3. Formal written complaint if necessary
4. Response within 7 business days

8.2 Continuous Improvement

- Client feedback valued
- Service quality monitored
- Regular staff training
- Policy reviews conducted

9. Policy Updates

These policies are reviewed quarterly and updated as needed. Clients will be notified of significant changes.

10. Contact for Service Inquiries

Service Manager

Real Beauty Solutions

[Your Address]

[Phone Number]

[Email Address]

****Effective Date: October 1, 2024****