

The Lash Studio Terms and Conditions

About the Website

Welcome to www.thelashstudio.nz (the "Website").

This Website is operated by The Lash Studio (NZBN 9429051456702). Throughout the Website, the terms "we", "us", and "our" refer to The Lash Studio.

The Website provides information about our beauty services, products, online bookings, promotions, and related services.

By accessing, browsing, booking through, or using this Website, you agree to be bound by these Terms and Conditions ("Terms"). If you do not agree with these Terms, you must discontinue use of the Website and services immediately.

The Lash Studio reserves the right to update or amend these Terms at any time. Changes take effect immediately upon publication on the Website.

We recommend keeping a copy of these Terms for your records.

Acceptance of Terms

By continuing to use this Website or by booking an appointment through our online booking system, you confirm that you:

- have read and understood these Terms;
- agree to be bound by them; and
- are legally capable of entering into binding agreements under New Zealand law.

Services and Bookings

The Lash Studio provides beauty services including, but not limited to:

- Lash Extensions
- UV LED Lash Extensions
- Lash Lifts
- Brow Services
- Facials
- Beauty Treatments
- Retail Products

All appointments are subject to availability.

Bookings may be made online, through social media, by message, or by any other approved booking

method offered by The Lash Studio.

The Lash Studio reserves the right to refuse, cancel, or reschedule appointments where necessary.

Pricing and Payments

All prices listed on the Website are in New Zealand Dollars (NZD) and include GST where applicable.

Prices may change at any time without notice.

Payment for services and products is due at the time of appointment unless otherwise agreed.

Payments made through the Website are processed securely through third-party payment providers. By making a payment online, you agree to the terms and conditions of the applicable payment provider.

Deposits

The Lash Studio reserves the right to request a deposit for:

- new clients;
- lengthy appointments;
- corrective work;
- future bookings following late cancellations or no-shows; or
- any appointment at our discretion.

Deposits may be non-refundable where:

- insufficient notice is provided for cancellation or rescheduling;
- a client fails to attend their appointment; or
- the appointment cannot proceed due to client actions or circumstances.

Where sufficient notice is provided, deposits may be transferred to a future booking at the discretion of The Lash Studio.

Cancellation and Rescheduling Policy

Your appointment time is reserved especially for you.

As a small business, short-notice cancellations and missed appointments significantly impact our ability to accommodate other clients.

If you need to cancel or reschedule your appointment, we kindly request at least 24 hours notice.

Appointments cancelled, rescheduled, or missed with less than 24 hours notice may incur a cancellation fee of up to 100% of the booked service amount.

Repeated late cancellations, rescheduling, or non-attendance may result in:

- future bookings requiring a deposit;
- restricted online booking access; or
- refusal of future bookings.

No-Shows

Clients who fail to attend an appointment without notice will be considered a no-show.

No-show appointments may be charged up to the full value of the booked service.

Outstanding balances must be paid before another appointment can be booked.

Late Arrivals

Please arrive on time for your appointment.

Late arrival may reduce your treatment time to avoid impacting following appointments.

If you arrive significantly late, The Lash Studio reserves the right to:

- shorten the appointment;
- reschedule the appointment; or
- cancel the appointment and apply a cancellation fee.

Lash Extension and Beauty Service Policies

Infill Appointments:

Lash infill appointments are based on the amount of lash retention remaining at the time of the appointment.

If insufficient lash extensions remain, your appointment may require:

- additional time;
- an additional charge; or
- reclassification as a full set appointment.

Foreign infills (work completed by another lash technician) are accepted at the discretion of The Lash Studio and may require removal and a new full set.

Results and Retention:

Results and lash retention vary between clients.

Retention may be affected by factors including:

- natural lash cycle;
- aftercare;
- lifestyle;
- medications;

- skin type;
- hormonal changes; and
- overall lash health.

While we strive to provide high-quality services and products, individual cosmetic results and retention periods cannot be guaranteed.

Allergies, Sensitivities and Medical Conditions

Clients must advise The Lash Studio prior to treatment of:

- allergies;
- sensitivities;
- medical conditions;
- medications;
- eye conditions; or
- previous reactions to beauty products or treatments.

Patch testing may be recommended for certain services.

While every care is taken, beauty treatments may carry risks including irritation, sensitivity, allergic reactions, or unexpected outcomes.

By proceeding with services, you acknowledge and accept these risks.

Refusal of Service

The Lash Studio reserves the right to refuse or discontinue services where:

- a condition exists that may affect safe treatment;
- the requested service may compromise lash, brow, or skin health;
- inappropriate behaviour occurs;
- aftercare instructions have not been followed; or
- a client attends with a contagious condition, irritation, or infection.

Client Conduct

We are committed to maintaining a calm, respectful, and welcoming environment for all clients.

Aggressive, abusive, inappropriate, or disrespectful behaviour toward staff or other clients will not be tolerated and may result in refusal of service or future bookings.

Children and Guests

For safety, insurance, and relaxation purposes, children and additional guests are discouraged unless prior arrangements have been made.

Retail Products and Consumer Guarantees

We do not provide refunds for change of mind purchases.

However, nothing in these Terms limits your rights under the Consumer Guarantees Act 1993.

If a retail product is faulty, damaged, or does not meet consumer guarantees under New Zealand law, we will provide a remedy as required by law.

Gift Vouchers and Promotions

Gift vouchers:

- are non-refundable;
- are not redeemable for cash; and
- must be used before their expiry date where applicable.

Promotional offers and discounts:

- cannot be combined unless stated otherwise;
- are subject to availability; and
- may be withdrawn at any time.

Website Use

You agree not to:

- use the Website for unlawful purposes;
- interfere with Website security;
- attempt to gain unauthorised access to Website systems; or
- copy or reproduce Website content without written permission.

Intellectual Property

All content on this Website, including text, logos, branding, graphics, photos, videos, and design elements, is owned by or licensed to The Lash Studio and is protected under New Zealand copyright laws.

You may not reproduce, distribute, modify, or use Website content without prior written permission.

Privacy

Your privacy is important to us.

Any personal information collected through this Website or during appointments is handled in accordance with the Privacy Act 2020 and our Privacy Policy.

By using the Website or booking services, you consent to the collection and use of your information for booking management, communication, marketing, and service delivery purposes.

Liability

To the maximum extent permitted by New Zealand law, The Lash Studio is not liable for:

- indirect or consequential loss;
- allergic reactions where prior information was not disclosed;
- dissatisfaction resulting from failure to follow aftercare advice; or
- circumstances beyond our reasonable control.

Nothing in these Terms excludes any rights you may have under the Consumer Guarantees Act 1993 or Fair Trading Act 1986.

Website Accuracy

We make reasonable efforts to ensure information on the Website is accurate and current.

However, The Lash Studio does not guarantee that all Website content is error-free, complete, or continuously available.

Images are provided for illustrative purposes only. Actual results may vary between clients.

Governing Law

These Terms are governed by the laws of New Zealand.

Any disputes arising in connection with these Terms or the use of this Website shall be subject to the jurisdiction of the New Zealand courts.

Contact Us

The Lash Studio
www.thelashstudio.nz