



These types of conversations can be tricky as tone and inflection cannot be heard.

Policies are created for relationships to grow, thrive and stay healthy!

Lately, I've been experiencing an abundance in a few policy infractions and I'd like to take this opportunity to share policies once again.

No Shows, Late Cancellations

Appointment reminders are sent via email and text message 5 days and then again 2 days ahead of time. I ask for at least 24 hours (1 days' notice) so the people on my wait-list have the opportunity to grab an opening. Failure to cancel at least 24 hours in advance does not give my booking system enough time to send out the alert, nor does it give me enough time to fill the spot with individual messaging.

Failure to comply with the cancellation policy *can result in a \$50 fee.

Should I not have a card on file an invoice will be sent.

Failure to pay the fee will result in future appointments being denied.

*While I understand things come up we don't have control over (i.e. sick kids, etc) it is the abuse of this situation that has had me coming to this point of enforcing policies.

Infectious Diseases

Per Wisconsin State Law, as defined in my Aesthetics License, it is illegal for me to provide services to a patron suffering from infections or contagious scalp or skin disease. Let me explain what happens: If I do, and that disease spreads and a client feels I am obliged to pay their medical bills - I lose my license and will never be allowed to be an esthetician in the United States again.

This conversation can be tricky to have because, look, I'm a human with feelings too and I understand how uncomfortable and embarrassing it can be to be experiencing something so visible. Let's talk cold sores/fever blisters/herpes and other forms of infectious disease. Cold sores (also called herpes labialis) are small blisters that usually form on the lips or skin around the mouth, nose and on the chin. They are caused by infection with the herpes simplex virus (HSV). I legally cannot provide a service during any of these stages. The wound must be gone 100% for me to provide a service.

When cold sores do appear, they typically follow the same five stages:

- tingling
- blistering
- weeping
- crusting
- healing

If you have fungal infections, athlete's foot, lice, warts, scabies and any other form of contagious disease, I reserve the right to refuse service and charge a late cancellation fee.

Example of what could happen: A client arrives with a cold sore on their lip in the crusted/scab phase however due to facial manipulation, it cracks open during the massage and now I have the herpes virus on my hands. I spread this virus to your nose, eyes, all over your face.....It's on my hands, too, so now I have contracted this virus and may potentially share it with the next client or my family members. This means more lost clients or time away from work as I am not legally allowed to practice if I know I am the one carrying a contagious disease. Same goes with fungal infections being spread.

Failure to comply with the contagious disease policy will result in a \$50 fee.

It's a vicious cycle that can easily be stopped with timely communication. Policies really haven't changed since I uploaded them to the website back in 2017. I also have the policies listed on the link you receive when an appointment has been accepted online. And going forward, I will have all clients sign a waiver noting they've read, understand and agree to the policies going forward.

Sometimes we have to make hard business decisions as a way to continue to grow and provide services to our community. Believe me, the decision has not been an easy one but because it is so recurring it was time to discuss again. For the majority, this will not be an issue and I thank you all for your understanding and support!