

# Hub Nail Atelier Policy

At Hub Nail Atelier, we aim to provide an exceptional and relaxing nail care experience. To ensure smooth operations and a welcoming environment for all clients, we kindly ask you to review and adhere to the following policies:

## Appointments Booking:

Appointments can be scheduled online, by phone, or in person.

Walk-ins are welcome but subject to availability.

## Late Arrivals:

Please arrive on time. Arriving more than 10 minutes late may result in a shortened service or rescheduling.

## Cancellations & Rescheduling:

Cancellations or changes must be made at least 24 hours in advance.

A \$30 cancellation fee applies for late cancellations or no-shows. For your convenience, the fee will remain as a credit if you reschedule within 10 days (Tuesday to Friday).

## Service Policy

### Nail Design Approval:

We strive for perfection and will confirm the design and service details before beginning.

Once approved, changes mid-service may incur additional charges.

### Complimentary Touch-Ups:

We offer free touch-ups within 3 days of your appointment for any technical issues, such as chipping or lifting.

## Hygiene & Safety

### Clean Tools:

We adhere to the highest hygiene standards, sterilizing all tools after every use to ensure your safety.

### Health Precautions:

Please inform us of any allergies, skin conditions, or nail health concerns prior to your appointment.

## Payments

### Accepted Methods:

We accept cash, credit cards, and digital payments.

### Gratuities:

Tips are not required but are greatly appreciated for exceptional service. We usually accept 18%-30% tips. If you are not satisfied with something, you can communicate to modify or reschedule.

## Memberships & Promotions

### Membership Benefits:

Members enjoy exclusive perks as outlined in their membership plans. Please refer to our membership policy for details.

### Promotions:

Discounts and promotions cannot be combined and must be redeemed within the promotional period.

### Refunds

#### Services:

Refunds are not available for completed services. If you are unsatisfied, please let us know during your appointment, and we will do our best to resolve the issue.

### Personal Belongings

Hub Nail Atelier is not responsible for lost or damaged personal items. Please keep your belongings secure during your visit.

### Right to Refuse Service

We reserve the right to refuse service to anyone demonstrating inappropriate behavior or disrespect toward staff or other clients.

By booking or visiting Hub Nail Atelier, you agree to comply with these policies. Thank you for understanding and helping us create a serene and professional environment for all.

We appreciate your support and look forward to pampering you!