

Policies + Procedures for Eyelash Extensions

This is a service that includes a cyanoacrylate based adhesive to place synthetic lashes to your natural lashes. Based on the health and condition of your natural lashes we will create an illusion of a longer, more dense lash line.

Please communicate all questions, concerns and expectations before your initial appointment for the best results.

PRE-APPOINTMENT INSTRUCTIONS

Please submit your electronic consent form prior to appointment. You will receive booking notifications and reminders by text/email.

- Arrive at your appointment free of all eye makeup.
- Avoid stimulants such as caffeine, fat burners or other medications that could interfere with relaxation.
- Avoid oil rich skincare products before appointment.
- I encourage the use of headphones during appointments to encourage relaxation.
- Use the restroom prior to your appointment.
- Set your phone on silent before laying down. Your eyes must stay closed the entire appointment.

DURING THE PROCEDURE

- I start every appointment with a gentle tea tree cleanse of the eye area.
- You will be laying on your back for up to 3 hours. (Depending on service)
- Your eyes will stay closed the entire procedure.
- Refrain from talking. Moving of the face can cause gel pads or tape to shift.
- Just relax! Sleep is encouraged.
- Communicate with me if you feel any discomfort during your service.
- Ensure you have blocked enough time in your schedule for this appointment. If you're unsure of how long it will take, please ask.

POST PROCEDURE

- Avoid exercise or heavy moisture exposure for at least 4 to 6 hours after your service.
- Avoid make up or skin care touching your lashes for 4 to 6 hours after your service.
- Pre-book your next lash fill.
- Ensure proper aftercare to keep your lashes in the best state.

AFTERCARE

- Avoid all products with oil. Including skin care, cleansers or make up.

- Cleanse your lashes morning + night DAILY with your cleanser and fluffy brush.
- After gently cleansing, allow lashes to fully dry before brushing them. You can use a mini fan or let them air dry.
- Avoid using pencil, gel or liquid eyeliner.
- Use micellar water or oil free makeup remover to remove any make up around the eye area prior to cleansing your lash extensions.
- Avoid saunas or high heat.
- Apply a lash extension safe growth serum on your lash line after cleansing in the evening.
- Never pick or pull at your lash extensions.
- Never use an eyelash curler.
- Use only lint free wipes or swabs around your lash extensions.
- Practice sleeping on your back and avoid crushing your lash extensions. (Investing in a silk pillowcase also helps!)

MAINTENANCE

- Fills are recommended every 2 to 3 weeks to keep your lashes full.
- We will remove grown out extensions, place extensions on newly grown lashes, check on your lash health and maintain/refresh your styling preferences.
- Fill appointments require at least 40% of your lash extensions remaining. If less than 40% of the lash extensions are left it will be considered a new full set.

APPOINTMENT POLICY

We encourage you to pre-book your lash fills for consistent lash maintenance. Clients who pre-book their appointments are given priority scheduling slots such as weekends and evening appointments. You can manage your upcoming appointments online via <https://square.site/book/FSZ0BPYG3TDF2>

CANCELLATION POLICY

We enforce a 24 hour cancellation policy. Any reschedules with less than 24 hours notice, no-shows, or late arrivals (15+ minutes) are subject to a cancellation charge of up to 100% of the appointment cost. By booking an appointment and putting a card on file you are authorizing Dark Luxx to enforce our policy.

- Appointment confirmations are sent via text and email.
- Appointment reminders are sent via text and email.

CONTACT INFORMATION

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