

## FREQUENTLY ASKED QUESTIONS (FAQ's)

**Q: I heard that some people have received infections from unsterilized tools. How can I be ensured my services will be safe?**

**A:** Sterilization is probably the most important concern for any esthetic business. It is vitally important that all tools receive thorough and proper sterilization between each and every client. All of our stainless steel tools and esthetic equipment is cleansed, sanitized, disinfected using hospital-grade products and where necessary, sterilized using UV-C (ultraviolet) sterilization. Our sterilization technique is as follows:

- Complete and thorough washing of all tools and implements.
- Spraying or soaking of all tools and implements with a hospital grade sanitizer as per manufacturers' instructions.
- Tools and implements not easily sterilized such as files, buffers and orange sticks are given to each respective client after use.
- UV-C sterilization light is used where necessary
- Disposable footbath liners are used for pedicures and a fresh liner is used for each client.
- A fresh pair of vinyl disposable gloves are worn for each foot treatment
- Clean towels and linens are provided for each client

This procedure is done after every service is performed and after each and every client. All technicians are provided training on how to follow this procedure. Adequate time is allotted after each client and between treatments to ensure the technician has enough time to follow this process to its entirety. Your safety and confidence in us is our 1<sup>st</sup> priority!

**Q: Why must I fill out and sign a health waiver?**

**A:** Before every service, we ask that a general health questionnaire be completed so that we may perform your service based on the health information provided to us. Unfortunately, a client may not reveal or be unaware of all medical conditions. The form is meant to protect our clients and employees by determining if there are any potential conflicts between services we provide and known medical conditions. This information is kept in absolute confidence.

We will gladly address any concerns to ensure that our clients feel safe and comfortable when allowing us to perform esthetic services. Our reputation is crucial to us!

**Q: How experienced are your Estheticians?**

**A:** All employees are certified and have actual training and experience.

The owner, Trudy Albert has over 25 years of experience working in a variety of salon and spa settings and has extensive training in skin, foot and nail care. She also owned and operated an esthetic salon for several years.

**Q: Can my children or pets be present while I am receiving services?**

**A:** Yes. However, we may have equipment (i.e. wax warmer, steamer) that could potentially harm a child or pet if utmost caution is not taken. It is advisable that toddlers, young children or pets not be in the room while esthetics services are being performed.

Children under the age of 16 may only participate in adult Spa treatments if accompanied by a parent or guardian also having services.

**Q: Do you perform esthetics services on Men?**

**A:** Yes. We offer professional services and privacy to all individuals. However, for the safety of our staff, services are available to women, couples or mixed groups only.

**Q: Do you do massages?**

**A:** Our estheticians only perform hand, foot, facial, and head/shoulder massage and you will not be able to claim through your insurance. However, Registered Massage Therapy may be offered upon special arrangements through our partnering arrangements.

**Q: What do I need to do to prepare for esthetic services in my home?**

**A:** Besides providing a space for our equipment (wax/facial table, foot soak/stool, manicure table, etc.) all we require is a comfortable place for you to sit (pedicure services), an electrical outlet and access to hot water. We will provide all the necessary tools, equipment, tables and tarps in order to ensure your home is left in the condition it was when we arrived.

We will arrive approximately 15 to 30 minutes in advance of the scheduled appointment for equipment set-up. For group settings, we will arrive up to 45 minutes in advance to ensure adequate set-up time.

- A travel fee may apply. Parking charges will apply if no on-site parking is available.

If you have any questions regarding our services, please feel free to contact us at 819-503-3277:

**Q: Will my furniture and flooring be protected from any accidents?**

**A:** We protect the client's furniture and flooring to avoid any accidents from occurring. Ground sheets are provided for the flooring and furniture used for pedicures are covered to protect the fabric of the chair.

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**Q: Does your mobile service provide all the equipment for each service?**

**A:** We provide all the necessary equipment and linens required for services. This means no hassles or cleaning up for you! Most treatments require access to running water and a proper disposal facility. Some treatments may require access to an electrical outlet.

**Q: What size of groups do you cater to?**

**A:** We cater to individuals and groups!

We cater to individuals, couples, small intimate groups (3-6) and can cater to larger groups 9 or more for evening and week-end parties and events. Please call to inquire about options for larger group events. A minimum \$160 is required for group bookings (3+) and a 20% non-refundable deposit is required at the time of booking. This deposit will be deducted from the total cost of the party.

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**Q: What options do I have?**

**A:** You have lots of options!

**Option A: A La Carte for individuals, couples or groups of up to 8**

For the safety of our staff, services for individuals are available for women, couples or mixed groups only.

Individuals, couples or small groups of up to 9 guests may choose from any of our spa-quality services. It is simply a matter of getting in touch with us to make appropriate arrangements and time. Please call to inquire about options for larger group events.

- A minimum \$80 service call is required for individual bookings.
- A minimum \$160 is required to reserve any group setting (3 or more individuals).

We also offer special arrangements for groups of 5 or more to enjoy mini spa treatments such as mini-manicures, mini-pedicures, or 20 min. head/neck/shoulder massages at your next group party.

Please see Options B and C below or call to inquire about your specific needs for larger group events.

**Option B: Spa Stations by the Hour**

For larger group settings, you may simply want to add Spa Stations to any group gathering that you are already having, such as a casual get-together, birthday, wedding, black-tie affair, fundraiser, holiday party, or corporate/promotional event.

For *Stations by the Hour*, we have a \$50/hr. charge per spa station with a 3 hour minimum per station.

**Option C: Spa Shooters**

Another easy & affordable option is our *Spa Shooters*. You have the option of paying for the event yourself, or splitting the cost amongst the guests, allowing them to choose from any of our mini services. Two of our technicians will circulate around your venue (or setup a "spa bar") for your guests to enjoy their choice of a mini hand, foot, or neck/shoulder massage, using a "shot" of any aromatherapy lotion they like! This is a simplified way to enjoy our spa services while splitting the costs amongst your guests! We can serve up to 12 guests per hour. This option does NOT include any of the amenities & decor to transform your location.

There is a \$160 minimum to reserve two spa technicians for 2 hours. Additional time is charged at \$50 per 1/2 hr. Additional spa technicians are available at \$50 an hour per technician for a minimum of 2 hrs.

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**Q: What can I expect from a Spa Party?**

**A:** Arranging a Spa Party is similar to ordering take-out. After reviewing our service menu and making your selections in advance, the hostess of the party needs to contact us to reserve the date and order the services for the guests; then we take care of the rest. We take care of everything from setting up the spa scene to bringing an experienced staff with top quality products and services right to your location.

We can set up either inside or outside (weather permitting), to transform any location into a spa haven. No location is too small or too large to accommodate!

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**Q: What is the duration of each service?**

**A:** The amount of time needed for each service varies depending on the service you request. Time durations are indicated beside each service in the “Services” menu. Mini-services are available to large groups and typically take half the time of the full service.

**Q: What areas of the city do you travel to?**

**A:** We serve the entire Ottawa-Gatineau area.

The first 40 kms round trip are included in services. A travel fee may apply beyond the surrounding areas. A maximum round trip that will be traveled is 60 km, with a minimum of services required.

- Winter travel is limited.

**Q: What modes of payment do you accept?**

**A:** We accept cash, cheques, Interac, Amex, Visa and MasterCard.

Products or gift certificates purchased with cheques may be held for 6 days in Canada for cheque to clear and 10 days for a US cheque to clear.

**Q: Can I purchase Gift Certificates?**

**A:** Yes. You may purchase gift certificates online by Visa and MasterCard through PayPal. You may also purchase gift certificates by contacting us directly to personalize your certificate and arrange for delivery. We also accept cash or cheques. Products or gift certificates purchased with cheques may be held for 6 days in Canada for cheque to clear and 10 days for a US cheque to clear.

Gift certificates are sent via Canada Post regular mail and take 4 - 5 days to arrive. Please call us if you would like to make alternative delivery arrangements.