



## General

### Booking An Appointment

You can book appointments over the phone, via email or online using our online booking platform. If we are unable to answer your call please tell us in a voicemail the service you'd like to receive, questions you have and dates/times that work best for you. You can also reach us via email at <mailto:info@lepa-esthetics.com>

### Cancellation Policy

We have a 24-hour cancellation policy. All Appointments cancelled within 24 hours are subject to pay a \$20 Reservation Fee.

### Gratuity

Tips are greatly appreciated but not required. Most people tip around 15-20% but we encourage you to do what is comfortable for you. You can tip our employees with cash or debit/credit card at check out.

### Forms Of Payment Accepted

We accept cash, check, Visa and MasterCard.

### Return Policy

We accept all un-used and unopened products that are returned within 30 days of purchase.

## Cell Phone/Laptop Policy

We offer complimentary Wi-Fi for our clients. Please feel free to use your laptop or tablet in our lobby area. We request that all phones be placed on vibrate or silent mode in the treatment rooms. If you need to take a phone call, please step outside.

## Electrolysis

### How Does It Work?

Electrolysis works on an individual hair at one time. A probe is inserted into the hair follicle and an electrical current is sent that cauterizes the hair follicle. Over time this causes slower hair growth and eventually no hair will grow out of that follicle. Electrolysis is the only FDA approved method for permanent hair removal. We use an Apilius Senior II Pro with MicroFlash technology, one of the fastest and least painful machines available.

### How Much Will Electrolysis Cost Me?

We charge by the minute only for time spent on the machine. Our rates are \$45 for the first 15 minutes and \$1 per minute after that. So a 30-minute appointment is \$60. All of our clients start electrolysis at 15 minutes for their first appointment. This gives us an opportunity to see how your skin reacts to the treatment. After your first appointment, your LePA Team member will recommend how long of an appointment to book for the next time.

### Pre-Treatment

In order to preform the service hair must be at least ¼” in length or roughly long enough to tweeze. For your first appointment, we recommend letting the hair grow as long as possible, so we can see the natural curvature of the hair and direction of hair growth. This makes it easier to remove the hair during treatment.

### Things To Avoid

While receiving electrolysis treatments, we highly recommend exercising caution with certain products/activities. This is because certain products/activities can increase likelihood of hyperpigmentation, skin sensitivity and other skin issues.

#### **Products/Ingredients to avoid or use caution with are:**

- Retin-A (and all derivatives)

- Anything that causes sun sensitivity e.g., antibiotics, high percent acids, etc.

**Activities to avoid or use caution with are:**

- Prolonged sun exposure without proper sunscreen
- Working out 2 hours before or 2 hours after treatment
- Facial peels and resurfacing treatments. (These can be done at least 2 weeks before electrolysis)

## Post-Treatment

Immediately after your treatment your skin will be red and inflamed. Your LePA Team Member will apply a cooling lotion and use cold Beauty Globes to calm the skin. The inflammation should go down by the end of the day, depending on your skin type. We recommend putting Aloe Vera gel on the area to calm the skin and promote healing. We provide all clients with samples of our Forever Living Aloe Vera Gel.

## Facials

### Reasons To Postpone

Please postpone and reschedule your facial if you have any of the following

- Sun burn or inflammation of the skin
- Facial peels or resurfacing treatments within 5 days
- Any kind of illness
- If it has been less than 2 weeks since your last facial

### The Day Of Your Facial

It is very important to stay hydrated and drink lots of water the day of your appointment. This is because facials can have a detoxifying effect on the body. You also want to avoid aggressive products on your face the day before and of your facial.

For the health of your skin, don't plan to workout 2 hours before or after facial. It is also vital that you avoid tanning or prolonged sun exposure the day of your facial.

Be sure to wear loose fitting clothes as some of our facials include arm massages. When you arrive, you will fill out an intake form, be escorted to your treatment room and given a robe to change into. Please undress to your level of comfort.

**It is extremely important that you disclose all information about your skin, products you use, treatments you've had in the past, medications you are currently taking or have taken, etc. Failure to disclose proper information can lead to complications depending on the treatment you're receiving, products used, etc. We pride ourselves on our quality of service. Failure to disclose information can greatly interfere with our work and be potentially dangerous for you.**

### Post-Facial Care

Your LePA Team member will provide you with customized recommendations for after care for your skin. They will provide you samples and product recommendations based on your skin concerns and budget.

It is very common after getting a facial to experience some acne flare-ups because facials pull any congestion to the surface. We offer complimentary extractions for all of our clients to receive between facials. These are free 10-15 minute appointments that can be schedule just like any other appointment.

## Body Facials

### Pre-Treatment

Before your treatment, do not shave anywhere on your body. We exfoliate your body by massaging the scrub into your skin. If you have shaved that day or the day before, this can cause irritation and be very painful. We also recommend avoiding any body moisturizers the day of your appointment, so your skin can get the maximum benefit of the service.

### During Treatment

During your treatment, we recommend undressing to your level of comfort. You can wear a swimsuit, use our disposable bra/bottoms or be nude. Your LePA Team Member can offer you some different options based on your concerns. Please feel comfortable to voice your concerns. We want this to be a relaxing treatment for you and will do our best to accommodate your needs.

## Post-Treatment

After your treatment, it is definitely okay to shave anywhere on your body. You will find that you will get a closer shave than normal and your skin will be smoother.