

The Pro Waxing Co.

Policies & Guidelines

Important Appointment Reminder

To ensure your treatment goes smoothly, please ensure your hair meets the necessary length requirements, that you have shaved if required for laser hair removal, and that any health-related information or contraindications are shared with us in advance. If these conditions are not met, please note that the service fee will still apply. Thank you for helping us provide a safe and effective experience!

General Policies

To all our valued clients: Please note that our policies are non-negotiable and are in place to protect the business while ensuring we can continue providing the best possible service. These guidelines help maintain smooth operations and allow us to focus on delivering the best experience for each of you. We kindly ask that you read and respect our policies before booking. By booking, you agree to these policies and give The Pro Waxing Company the right to enforce them. Please use the online booking system for all appointments, rescheduling, and cancellations to keep everything streamlined and manageable.

Booking Terms & Conditions

Please note that all bookings are made with the understanding that full payment will be required if our terms and conditions are not followed. These terms are non-negotiable, and we kindly ask clients to respect them without seeking adjustments. We sincerely appreciate your adherence to these terms. Your understanding and cooperation help us provide the best possible service to all our clients. Thank you for being a valued part of our community!

Appointment Lateness

We understand that schedules can be unpredictable, so we offer a 5-minute grace period whenever possible. However, if you arrive late, we may not be able to complete your treatment within the remaining time, and the full treatment cost will still apply.

Please be aware that repeated lateness may affect future booking privileges, as we aim to provide timely service for all clients. Rescheduling without charge after a late arrival is not possible; payment is required, and future appointments will need to be booked online with full prepayment. Thank you for your understanding and cooperation.

Deposits

All deposits are non-refundable. For appointments booked online with prepayment, please note that the deposit remains non-refundable in cases of late cancellations, no-shows, or other policy violations. However, if cancellations or rescheduling are made more than 48 hours in advance, and all policies are followed, the deposit may be transferred one time only to a new appointment.

For laser hair removal appointments, please be aware that deposits will also be forfeited for cancellations within 48 hours if the cancellation fee is not paid.

Booking

All appointments must be made exclusively through our online booking system. For your first appointment, prepayment is required at the time of booking. We do not accept bookings via email, DM, or any other platform. This includes existing customers and those who have had laser elsewhere—a laser treatment cannot be started without a patch test carried out by us. Please ensure you book a consultation first before any treatment.

Laser Course Purchase

For clients who have purchased a course of 6 or 8 sessions, please be aware that the same policies apply. All deposits are strictly non-refundable.

By committing to a course, you agree to complete all sessions as specified. Withdrawal from the course is not permitted under any circumstances, and full payment will be required if you choose to discontinue.

Late Cancellation

If you cannot attend your appointment within 48 hours, it will be considered a late cancellation, and you will be charged the full amount for the treatment(s) booked. If you would like to amend or reschedule via the online booking system within 48 hours, you must cancel your appointment and will be charged, then rebook online.

If you have to cancel within 48 hours, please use the following email template and rebook an appointment online (*please avoid WhatsApp, DM, text, etc.*):

Email Address: theprowaxingcompany@gmail.com

Subject: Appointment Cancellation

Full Name

Appointment Date & Time

CANCEL (Kindly avoid leaving a reason for cancelling as this will be an automated service)

You will receive an email with a payment link to complete your payment for the appointment. Please pay this on the same day as your treatment was scheduled for.

No Show

If you fail to show for the appointment and we do not hear from you 10 minutes or more into your appointment, you will be charged the full amount of the treatment cost.

Example:

If you are booked in at 1 pm, by 1:10 pm, if we do not receive a call or text to notify us of your lateness, you will be considered a no-show. Your treatment will not be carried out, and you will be required to pay in full for the treatment(s) booked. All future appointments will require payment in full at the time of booking.

Why?

When we are not informed in advance, we don't have the opportunity to fill the appointment. After 10 minutes, we will reach out to clients on the waitlist to avoid wasting the time slot. Please note that you will be allowed a maximum of one no-show, and it will be at our discretion if you are allowed to rebook. For any future appointments, full payment will be required to secure a new booking.

Rescheduling (within 48 hours of your appointment time)

Rescheduling is available exclusively online and can only be done once per appointment. If you are within 48 hours of your appointment, rescheduling will not be permitted and will be classified as a late cancellation. Please see our late cancellation policy for further details.

If you attempt to reschedule more than once, a fee will be charged for the appointment.

To ensure a smooth experience for all clients, please avoid sending rescheduling requests via WhatsApp, DMs, email, etc. These requests will also be treated as late cancellations.

Amendments

If part of a booking is cancelled or changed within 48 hours, the full cost of the treatment(s) as booked will remain payable. You must make any amendments via the booking system 48 hours prior to the appointment.

Example:

If you are booked in for Hollywood, Underarm, and Full Leg, and you decide you no longer require the full leg wax, you will still be required to pay for it.

Why?

The additional time you no longer require could have been offered to another client, and we are now left with extra time with no opportunity to fill it.

Viewing your Upcoming Appointment

To conveniently view your upcoming appointments, including dates and times, please follow these simple steps:

1. Click on the link below, located at the top of the page under "The Pro Waxing Company." On the left side, you'll find three lines—just click on those!
2. Select "My Account" and either create a new account using the same email address this message was sent to or log in if you already have an account.
3. After registering or logging in, click on the three lines again and navigate to "My Appointments."

This will give you easy access to manage all your appointments through your personal Phorest account online.

If you still cannot find it after following the above steps, kindly check your emails for a confirmation message. You can type "The Pro Waxing Company" in the search bar to quickly find it.

Cancelling, Rescheduling & Amendments (Outside 48 hours of your appointment time)

Please note that any cancellations, amendments, or rescheduling MUST be made via the online booking system only. Please avoid email, text, DM, WhatsApp, etc. Please use the following steps:

1. Click on the link below to access the website.
2. Click on the three lines in the top left corner.
3. Go to "My Account."
4. If you haven't already created an account, sign up using the same email address that you received your confirmation email to.
5. Once signed in, click the three lines again and go to "My Appointments" to view, cancel, or reschedule your upcoming bookings.

Please note, the booking system will not allow you to do this if you are within 48 hours of your appointment. Please follow the late cancellation policy if this is the case.

Let's Keep Eachother Healthy This Season

With the colder weather and seasonal bugs making their rounds, we kindly ask that if you're feeling under the weather—whether it's a cold, flu, or any other illness—please reschedule your appointment. Since we're working in a cozy, close environment, it's so important to look out for each other and keep everyone healthy, including other clients. Just a gentle note that rescheduling due to illness within 48 hours of your appointment still counts as a late cancellation.

Appointment Reminders

You will receive an email reminder 24 hours prior to your scheduled appointment. Please review this message to confirm that the date and time are correct. If you do not receive the reminder, kindly reach out to us with your updated contact information, and we will ensure our records are current.

Appointment Etiquette

Please note that all bookings are made with the understanding that full payment will be required if our terms and conditions are not followed. These terms are non-negotiable, and we kindly ask clients to respect them without seeking adjustments.

We understand that schedules don't always go to plan, so we generally allow a 5-minute grace period. However, please note that for shorter treatments, this grace period may not be feasible. If you arrive late for your appointment, it may not be possible to complete your treatment within the remaining time. We appreciate your understanding, as this decision is at our discretion to ensure all clients receive the best service possible.

If lateness prevents us from proceeding with the treatment, the full treatment cost will still apply. Additionally, frequent lateness may impact your ability to book future appointments. Please understand that we are unable to reschedule at no charge after a late arrival; payment will still be required, and any future bookings will need to be made online with full prepayment.