

POLISHED LIFESTYLE NAIL SALON ON WHEELS TERMS & CONDITIONS

POLISHED LIFESTYLE NAIL SALON ON WHEELS is a hospitality service, similar to catering, therefore, mobile party packages and pedicure services must be purchased in advanced.

YOUR HEALTH IS OUR TOP PRIORITY: All of our technicians are professionally trained to deliver the highest quality of service. However, we do request you advise us of your medical history and any health concerns at the time of booking. This information is necessary to ensure that we can provide any special accommodations required for your physical safety.

Covid-19: As of May 15th 2020 sick client Policy: If you or someone you are in close contact with are sick or experiencing any Covid-19 symptoms within 24 hours of your appointment, please call and cancel immediately without penalty. We'll gladly help you reschedule it.

Covid-19 Vaccination: It is the policy of Polished Lifestyle Nail Salon On Wheels to provide an feel-safe atmosphere to its clients by providing professional staff who are fully vaccinated and wear mask to help protect themselves and others of COVID.

RESERVATIONS: Please be sure that the point of contact is the person that will be hosting event. We recommend you book your mobile nail salon service a month in advance to secure your preferred date. Sometimes we do have space for last minutes bookings.

DEPOSITS & PAYMENTS: A 50% DEPOSIT is required for pamper parties and individual services. Workplace wellness services require a deposit or written contract to secure service date. You can expect to receive friendly reminders before scheduled service date and a final invoice via email requesting remaining balance before services begin.

CANCELLATIONS AND REFUNDS: If you must cancel your mobile nail salon service for any reasons, the following refund policy applies: Your deposit amount are nonrefundable & non-negotiable. We will gladly accept a reschedule with no penalties if 24 hour notice provided. You must reschedule within 90 days of the cancellation date. Pamper parties or individuals services that are no show after 15 minutes of upon arrival is subject to cancellation and charged 100% of the security deposit. We value customer relationships and want nothing more than repeat business and for you to reschedule again. It is much appreciated when letting us know the very moment you plan to cancel your scheduled appointment.

PARKING: It is the responsibility of the party host to guarantee a legal parking spot for the nail salon truck. We are legally permitted to park on any public street or metered parking spot, as well as on private property with signed permission by the property owner and/or manager. We will need a space at least 30 feet long, 20 feet wide & 15 feet height to accommodate. Please Note: we do require parking at the building for condos, apartments and valet parking for events in hotels. If not available your party may be subject to a setup fee or cancellation.

DRIVEWAY OR ON-STREET PARKING: It is the responsibility of the party host to have trimmed tree branches and bushes that will affect the nail truck from having a clear parking position. We reserve the right not to park under any conditions that will cause scratches or damages to the nail truck.

PROPERTY DAMAGE: While we do understand that accidents happen, the client may be held responsible for any excessive damage sustained to costumes or property of Polished Lifestyle Nail Salon On Wheels.

PAYMENT: to book a mobile nail salon service we require a non-refundable credit card/debit card payment of 50% of your total package. WE DO NOT ACCEPT PERSONAL CHECKS, CASH APP, PAYPAL, GOOGLE WALLET OR VENMO. Your final payment is due before services begin and is based upon your final head count. If we are unable to process this payment, we reserve the right to cancel event. We accept business checks, credit card or debit.

MECHANICAL ISSUES: Please note that in any instance where there are mechanical issues with the truck that prevents us from performing inside the nail truck, you will be offered continue mobile nail care services on-site comfortable for party guests and nail care provider, to reschedule or full refund.

DO NOT BRING ANY CHILDREN OR TAG ALONG TO YOUR APPOINTMENT: Although the mobile nail salon on wheels is convenient we are firm on avoiding interruptions during services.

EMERGENCY CONTACTS: The hosting parent needs to have a list of emergency contacts for all party guests including full name, phone number and email address.

LATECOMERS: Polished Lifestyle goal is to start on time, as we have several parties booked the day of your party. Please be on-time for your scheduled appointment. Your scheduled nail service will be shortened/incomplete if you are not ready to begin your service when the mobile nail salon arrive. Ask your guest to be on time to enjoy entirety and be respectful of the host whom reserved. Parties will not be held up or run over scheduled end time for late arrivals and the full amount is still required for no shows.

LAST MINUTE GUEST ADDITIONS: We are happy to accommodate your last minute guests if time allot. However, please note that additional guests are to be confirmed before we arrive or we cannot service your additional guests.

Bridal Party: There is a upcharge for bridal party nail enhancement or special request services and must be discussed and confirmed before 50% security deposit is paid at the time of reservation.

CHANGES: We are flexible with changes such as change of location and services. However all changes must be in writing an in agreement for our records.

REFUSAL OF SERVICES: Our professionals are at liberty to refuse services if they determine a situation to be inappropriate or uncomfortable.

FOR YOUNGER GUESTS: It's wise to ensure bathroom break right before services, otherwise the girls may have to go as soon as we begin polishing. We ask all old nail polish be removed from hands and toes. This helps us stay within the timeframe.

PHOTOGRAPHY: Polished Lifestyle Nail Salon On Wheels reserves the right to use photographs taken at your event in any and all promotional media, whether now known or hereafter exiting. As a host of Polished Lifestyle Nail Salon event, you agree that you will make no monetary or other claim against the company for the use of any photographs taken of your child (or children), your home and your quests. We will ask your permission of course first.

INVENTORY/ALLERGIES: in the event of damage or loss of Polished Lifestyle nail salon inventory and/or damage or loss to the party's location, the financial responsibility lies entirely on the client. Polished Lifestyle nail salon is not responsible for allergic reactions or any other medical reaction stemming from wearing of customs, or any other activity taken place before, during and/or after the party. In the case of liability and/or financial remuneration due to the aforementioned, the responsibility lies strictly with the client. It is incumbent upon you/host to check with guests prior to booking.