



THE BEAUTY INITIATIVE

CLIENT POLICIES





OUR MISSION

At The Beauty Initiative, we are committed to providing exceptional service and maintaining a professional and comfortable environment for all our clients. To ensure a seamless experience, we kindly ask you to familiarize yourself with our policies.



APPOINTMENT & SCHEDULING *Policy*

BOOKING

You can schedule your appointments through our website, online booking system, by phone, or in person.

RESCHEDULING & CANCELLATION

Please be aware that rescheduling or canceling your appointment must be done at least 24 hours in advance. If changes are needed, please contact us promptly. Late cancellations or no-shows may incur fees.

CONFIRMATION

You will receive a confirmation message once your appointment is successfully booked. Please retain this for your records.

LATE ARRIVAL *Policy*

TIMELINESS

Please arrive precisely at your scheduled appointment time to ensure a full, uninterrupted service.

GRACE PERIOD

A 15-minute grace period is allowed. If you arrive within this window, every effort will be made to accommodate the full appointment duration.

LATE FEE

If you are more than 15 minutes late from your scheduled appointment time, a \$20 late fee will be applied. This fee is necessary to cover the disruption caused by late arrivals.

COMMUNICATION

If you anticipate being late, please contact us immediately at 416-562-2766. We will do our best to accommodate you, but the late fee will still apply if you arrive beyond the grace period.

CANCELLATION & NO-SHOW *Policy*

NOTICE REQUIRED

Cancellations must be made at least 24 hours before your appointment. Failure to do so may result in forfeiture of your deposit or a fee equal to the full service amount.

NO-SHOWS

Missing an appointment without notice will result in the loss of the booking amount and may affect future bookings.

EMERGENCIES

We understand that emergencies happen. If you have a valid reason for missing an appointment, please let us know, and we will do our best to accommodate your situation.







HYGIENE & SANITATION

Policy

OUR COMMITMENT

Your health and safety are our top priorities. We adhere to the highest standards of cleanliness and sanitation in our facility to ensure a safe environment for all clients.

PRIVACY & CONFIDENTIALITY *Policy*

YOUR PRIVACY

We take your privacy seriously. All personal information you provide will be handled with the utmost care and confidentiality. We do not share your information with third parties without your consent.

DATA SECURITY

We implement secure measures to protect your information from unauthorized access. You have the right to access, correct, or delete your personal data at any time.



PHOTO RELEASE *Policy*

CONSENT TO USE IMAGES & VIDEOS

Occasionally, we may take photos or videos during your visit to showcase our services. By signing the consent form, you agree to allow us to use these images for promotional purposes.

REVOKING CONSENT

If you change your mind, simply notify us in writing, and we will cease using your images.

SOCIAL MEDIA TAGS

If you prefer not to be tagged in photos, please inform us in writing.





RESCHEDULING *Policy*

REQUESTING CHANGES

Reschedule your appointment by contacting us at least 24 hours before your scheduled time.

FLEXIBILITY

You can reschedule up to three times without a fee. Further changes may incur a \$20 rescheduling fee.

EMERGENCY SITUATIONS

If you need to reschedule due to an emergency, please contact us, and we will do our best to accommodate your needs.



CODE OF CONDUCT

Policy

RESPECTFUL ENVIRONMENT

We ask all clients to maintain respectful and courteous behavior during their visit. Any form of disrespectful behavior towards our staff or other clients will not be tolerated and may result in the termination of services.





PAYMENT *Policy*

DEPOSITS

A deposit may be required to secure your appointment. This deposit will be applied toward your service cost and is non-refundable. However, if you cancel your appointment outside of the 24-hour cancellation window, the deposit may be used toward a future service.

PAYMENT METHODS

We accept various payment methods, including credit cards, debit cards, cash, and e-Transfer.

REFUNDS

Refunds are not provided for cancellations made within 24 hours of your appointment. Refunds for services will only be issued if a service cannot be completed due to our error. Deposits are non-refundable but may be applied to future services if the cancellation is made outside of the 24-hour notice period.



COMMUNICATION

Policy

STAY CONNECTED

We use text and email to keep you informed about your appointments and any updates. Please ensure your contact information is up-to-date.

CUSTOMER SERVICE

For any inquiries or concerns, please contact our customer service at 416-562-2766.

RIGHT TO REFUSE TREATMENT BY PRACTITIONER

Policy

Professional Judgment

Practitioners at The Beauty Initiative reserve the right to refuse to perform a treatment if it is deemed unsafe, inappropriate, or not in the best interest of the client.

Reasons for Refusal

- A treatment may be refused for various reasons, including:
- The treatment poses a risk to the client's health.
- The client's expectations are unrealistic or unachievable.
- The client has not followed pre-treatment or post-treatment instructions.
- The client displays disrespectful, aggressive, or abusive behavior.
- The practitioner feels uncomfortable or unqualified to perform the requested treatment.

Communication

If a treatment is refused, the practitioner will explain the reasons to the client and discuss alternative options if appropriate.

REFERRAL

In certain cases, the practitioner may refer the client to another qualified professional who can provide the requested treatment.

NON-DISCRIMINATION

The decision to refuse treatment will be based on professional standards and the best interest of the client, not on discriminatory factors such as race, gender, age, religion, sexual orientation, or any other protected characteristic.

DOCUMENTATION

The refusal, including the reasons and any discussions with the client, will be documented in the client's file.

CLIENT RIGHTS

Clients have the right to seek treatment from another practitioner or clinic if they disagree with the decision. We encourage open communication to address any concerns or questions regarding treatment options.

REVIEW AND UPDATES

Policy

POLICY UPDATES

Our policies are subject to change without notice. We recommend reviewing them periodically on our booking platform.



ACKNOWLEDGMENT & AGREEMENT *Policy*

By scheduling an appointment with The Beauty Initiative, you acknowledge that you have read, understood, and agree to comply with these policies.



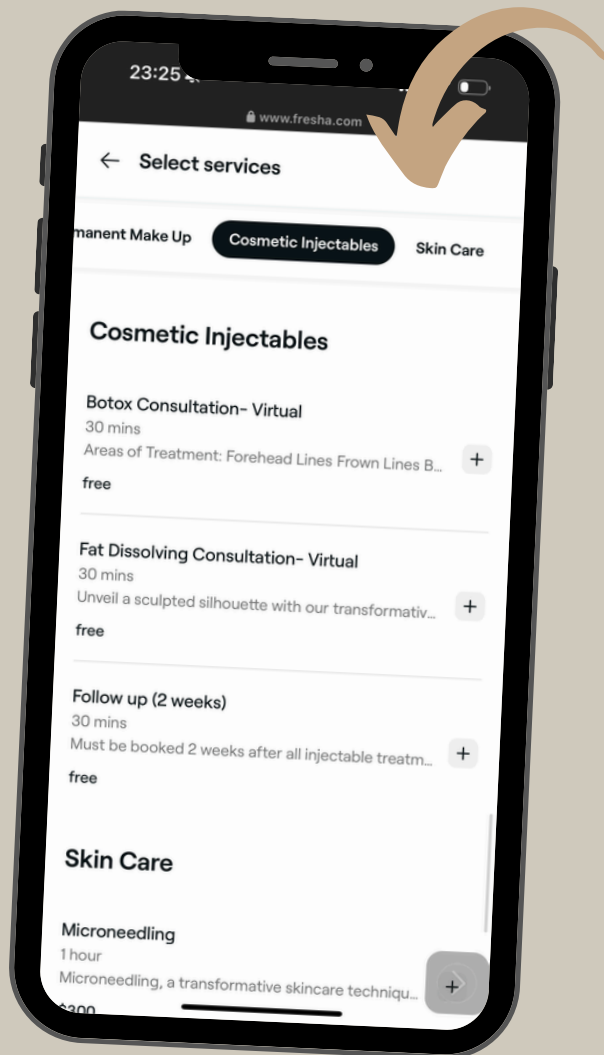
SCHEDULE A CONSULTATION

Virtual & In-Person Consultations

Free Virtual Online (at any location)

&

In-Person Consultations (at the clinic)



EASY STEPS TO BOOK ONLINE

1.

VISIT OUR SOCIALS

Visit our Instagram
@thebeautyinitiative or
website at
www.thebeautyinitiative.ca

2.

CLICK "BOOK NOW"

Click the "Book Now"
button to view our
availability

3.

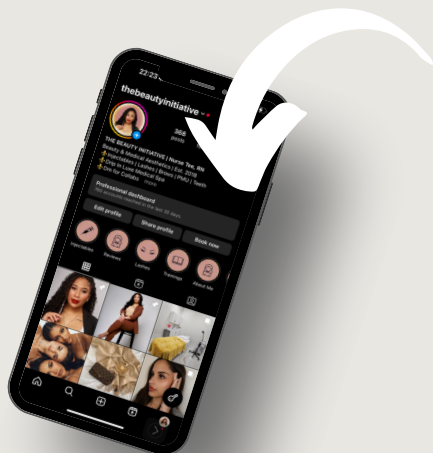
CHOOSE A LOCATION

"The Beauty Initiative (Ajax)"

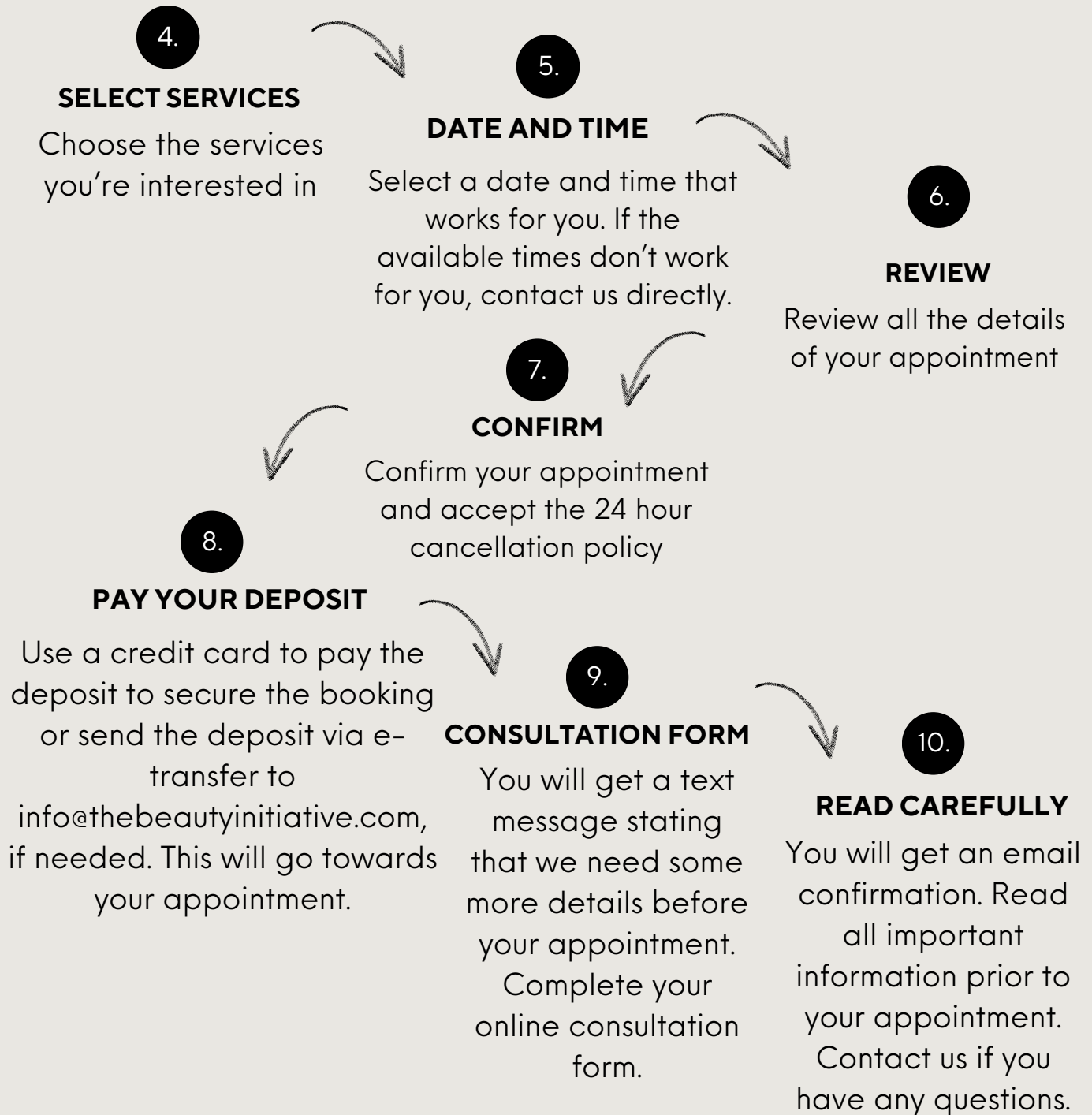
This is the clinic location open to
book ALL services, including ALL
injectables, facials and beauty
services.

"Mobile Services" in the GTA

(including Toronto, Durham
Region, Peel Region, York
Region and surrounding areas).
Special requests can be made
for services.



EASY STEPS TO BOOK ONLINE





CONTACT US

The Beauty Initiative

416.800.7954

info@thebeautyinitiative.com

www.thebeautyinitiative.com

