

# GLOSS NAIL SPA

414.273.1741 || [WWW.GLOSSNAILSPA.NET](http://WWW.GLOSSNAILSPA.NET)

## STORE POLICIES

*SANITIZATION and STERILIZATION  
are our FIRST PRIORITY*

### **SANITIZATION & STERILIZATION**

At Gloss Nail Spa, we take every precaution to ensure your safety and health during your visit. Our highly trained and licensed staff is completely dedicated in following all preventative procedures, so you are completely relaxed and pampered. With our strict and rigorous sanitization and sterilization policy, you never have to worry about fungus or infections due to bacteria build-ups. Our equipment is cleaned and sterilized in a hospital grade dry autoclave and then placed in individual envelopes. Each customer has their own personal envelope which allows the customer to feel confident that the equipments used on them are safe, sanitized, sterile and exclusively for them. Also, our whirlpool basins are pipe-less which means there are no worries about bacteria build-up over time that could ultimately lead to infections. At the end of each treatment, the entire basin and surrounding surface are sprayed and wiped down with an EPA hospital grade disinfectant before the next service is performed. To ensure continuous safety, all of our pedicure basins are soaked in chlorine solution to remove any particles at the end of each workday. Our priority is to maintain a sanitized and sterile environment so clients can feel at ease when they come and enjoy our many pedicure specialties.

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### HEALTH ISSUES

At Gloss Nail Spa, your well-being is very important to us. We request that you inform us of any current illness or injury prior to any procedure(s) or treatments(s). This is to ensure that we provide proper care and/or treatment that does not interfere or intensify any medical issues you may have.

### APPOINTMENTS CHECK-IN

Please arrive 10 minutes early for your appointment to ensure that you have time to relax and enjoy the full time scheduled for your service/treatment. Service or treatment will be shorten or rescheduled for late arrival to accommodate those who are on time.

### CANCELLATION

Please give us 24 hours cancellation notice for canceling your appointment so that we can schedule someone else in your place. For group parties, we ask that you give us 48 hours cancellation notice. Deposits received for group parties will not be refunded if proper notifications are not given.

### GIFT CERTIFICATES

Gift certificates are only redeemable at Gloss Nail Spa for the amount or serviced specified on the gift certificate and will expire one year from the purchase date. Gift certificates are not returnable and cannot be redeemed or exchanged for cash, check, or credit and must be presented at the time of services(s). Gloss Nail Spa is not responsible for lost or stolen gift certificates.