

CLIENT FAQ'S

BOOKING ENQUIRIES

- **What services does LUXit offer?**

LUXit currently offers several categories of in-home luxury spa treatments. Including makeup, hair, cosmetic injections, facial services, spray tanning, pet minding, childcare, teeth whitening (minimum of two people) and intravenous therapy. For bespoke requests please contact LUXit directly on 1300 724 555.

- **Can I select to have more than one service at a time?**

Yes, you are able to book several services at the same time. Simply book them as separate transactions. Please see our LUXit packages prior to booking your services.

- **Can I leave notes for the Artist/Therapist/Technician/Stylist when booking my appointment?**

Yes, you definitely can. At the checkout, after filling in your details, scroll down to the bottom of the page and you will see a section that says 'Notes' where you may leave notes for your stylist.

- **Can I book a service, and have it at a different address?**

Yes, when making a booking please ensure you enter the address where you would like the service to be conducted.

- **I put in the wrong address, can I change it?**

Yes, you can. Please call 1300 724 555 as soon as possible and we will make the relevant changes. We also suggest you double check the address to ensure all details are included such as unit or suite number. Please note that you may be charged an administration fee of \$15 if the address is significantly different.

- **Can I book the same Artist/Therapist/Technician/Stylist again?**

Yes, with enough notice we can ensure you have the same Artist. Please leave a note when booking on the app or please call 1300 724 555.

- **What is your cancellation policy?**

At LUXit we understand if something comes up. You are able to postpone your booking if you notify us via email on bookings@luxit.com.au within 72 hours of your booking. We will then allocate a credit code for you to use within 6 months of the original booking date. If the cancellation is within 72 hours you, will unfortunately forfeit your booking – if this is the case, we recommend you gift your booking to a family member or friend.

- **What if I need to postpone my booking or I am running late?**

LUXit is always willing to accommodate. If the Artist/Technician is required to wait more than 15 minutes you may be charged an additional waiting fee. However, if the Artist is required to wait more than 30 minutes you may risk forfeiting your booking.

- **Where can I leave feedback about my experience?**

At LUXit we welcome all feedback. You can use the star rating on the App after your booking and can also leave comments. Alternatively, you can e-mail us on info@luxit.com.au. Feel free to review us on Facebook and on Google.

- **What if I am outside the Metropolitan area?**
We specialise in the metropolitan areas of capital cities across Australia. If you are outside the metropolitan areas, please e-mail bookings@luxit.com.au or call 1300 724 555 for further enquiries.
- **Can I extend my booking while my service is ongoing?**
Yes, if the Artist is available. The Artist/Therapist/Technician/Stylist will need to contact Head Office to update your booking on the App and charge accordingly.
- **Are there services for children?**
Some LUXit services are available for children, however, adult supervision will be required whilst the booking is in session.
- **Is there any preparation I need to do before the Artist/Therapist/Technician/Stylist arrives?**
The LUXit Artist will take care of everything. The Artist will require an area to set up and place their equipment/makeup/tools. Please see the App for any tips to keep in mind before a particular service, such as a spray tan or a blow dry.
- **How white would my teeth get with the teeth whitening service?**
Teeth whitening is designed to lighten the colour of your teeth; however the results will vary from person to person and may require more than one session to see a significant result.
- **Can I tell the stylist how I would like my makeup or hair to be done beforehand?**
Yes, you can. Just upload an image when you are making the booking on the App.
- **How do I inform the Artist/Therapist/Technician/Stylist about any additional information (e.g. – to use the back door, there's a dog in the house, security measures to enter the building)?**
You can add notes to your booking or e-mail bookings@luxit.com.au or call 1300 724 555. Additionally, once the Artist is on their way you can call and text them via the App.

PROMO CODES AND STORE CREDIT

- **How do I redeem a credit?**
If a credit is granted, we will SMS you a one-off code you can use to redeem towards your next appointment.
- **Do you offer gift vouchers?**
Gift vouchers are available for purchase on the App.
- **I have a promo code; how do I use it?**
At the checkout after you have filled in your booking details, click 'Proceed to pay' and at the top of the following page there is an option titled "Promos". Click the button and enter your promo code.
- **I have entered my promo code, but the discount is not showing. What do I do?**
Check the spelling and ensure you have typed it correctly. If you are still having trouble, please call us on 1300 724 555 so we can assist you.

BEAUTY

- **Does the price for hair styling services vary based on hair length and thickness?**
We have fixed prices, however when booking your session, we recommend you list your hair type so we can match the right artist to you.
- **Do I need to provide products for beauty related bookings?**
All our artists come with a full kit of premium luxury products. However, feel free to let the Artist know if you wish to use your own personal product.
- **Can I inform the Artist about skin allergies or other related issues?**
If you have any allergies or preferences, please advise us in the notes section on the App. We have an array of makeup Artists with varied kits to suit different clients.

WELLNESS

- **What type of massage services do you offer?**
We offer remedial, relaxation and pregnancy massages.
- **What is the difference between the remedial massage and relaxation massage?**
A remedial massage targets muscle tension and chronic pain and seeks to provide relief to muscles.
A relaxation massage helps to de-stress and rejuvenate the body.
- **Can I choose between male and female massage therapists?**
We have both male and female therapists and, yes you can choose when booking via the App.
- **How much clothing should I remove?**
We recommend clothing to be removed except for underwear to ensure you are comfortable.
- **Can I book a massage for two people?**
Yes, a couple's massage is available on the App, just make sure when booking the massage you book for 2 people.
- **If I have an injury will the Therapist be able to accommodate for it?**
For any injuries we do request that you consult a doctor before booking a massage. We recommend disclosing all injuries in the notes section on the App and mentioning your injuries to the therapist prior to your treatment.
- **I have private healthcare; can I get a receipt from LUXit to receive a rebate?**
Please e-mail bookings@luxit.com.au prior to your booking to ensure that your therapist has an Association Accredited Provider Number to ensure you are able to claim from your private health fund.