

# CLIENT FAQ'S

## COVID-19 UPDATES

### **Are all your services still available, 7 days a week?**

Yes, all our services are now operating again. We are following local, state, and national protocols accordingly.

### **What is LUXit doing to protect the safety of clients and teams?**

At LUXit, we are delivering our services and prioritising safety to our clients, by following current hygiene and protocol requirements. All of our artists and therapists have completed the Australian Government Department of Health's Training module that covers the basics of COVID-19 infection prevention and control, in addition to following all Local, State & Federal protocols.

### **Do artists wear masks?**

Yes, artists and therapists come wearing masks. Before they commence their services, they apply a fresh pair of disposable gloves, wash their hands, and apply sanitiser. Artists and therapists are also temperature checked.

### **Is new equipment used for each client?**

Our artists and therapists use disposable equipment where possible. If not possible, equipment and towels are thoroughly disinfected after each LUXit client. Clean towels are also placed on all surfaces to ensure equipment does not come into contact with contaminated surfaces.

## BOOKING ENQUIRIES

### **What services does LUXit offer?**

LUXit currently offers a variety of in-home luxury beauty and spa treatments. Including makeup, hair styling, facial services, spray tanning, pet minding, childcare, and other wellness and lifestyle services. For bespoke requests, including group bookings, or other 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 service.

### **Can I leave notes for the artist 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 artist.

### **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 that 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 that you will be assigned the same artist. Please leave a note when booking on the app or 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 at [bookings@luxit.com.au](mailto:bookings@luxit.com.au) 72 hours before 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. This policy applies to standard services only. Please refer to the Hotel Disclaimer in regard to cancelling deluxe service bookings.

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

LUXit is always willing to accommodate. If the artist 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 also leave comments. Alternatively, you can e-mail us at [Info@luxit.com.au](mailto:Info@luxit.com.au). Feel free to review us on Facebook and 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](mailto: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 will need to contact the 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 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 blow dry.

### **How do I inform the Artist about any additional information (e.g. Use the back door, there's a dog in the house, security measures to enter the building)?**

You can add notes to your booking, e-mail [bookings@luxit.com.au](mailto: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 that you can use to redeem towards your next appointment.

### **Do you offer gift vouchers?**

Gift vouchers are available for purchase on the App. Vouchers are not available for use on public holidays and 48 hours notice must be given before desired appointment. Voucher cannot be redeemed for cash but can be transferred to another person. Valid for 3 years.

### **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 that you list your hair type to enable us to match the right artist for 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 the 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 that you can choose between when booking via the App.

### **How much clothing should I remove?**

We recommend all clothing to be removed, except for underwear, to ensure that you are comfortable.

### **Can I book a massage for two people?**

Yes, a couple's massage is available on the App.

### **If I have an injury, will the Therapist be able to accommodate for it?**

For any injuries, we 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](mailto:bookings@luxit.com.au) prior to your booking to ensure that your therapist has an Association Credited Provider Number to ensure you are able to claim from your private health fund.

## STANDARD VS DELUXE SERVICES

### **Hotel Disclaimer:**

Standard Service Menu applies to personal home/office bookings. Please refer to the Deluxe Service Menu when booking any services whilst staying in a hotel. This is to cover hotel insurance, car parking, and other travel expenses in the city.

### **Public Holiday Disclaimer:**

A 40% surcharge will apply during Public Holidays for all service bookings.

### **What if no LUXit Artist/Therapist/Technician/Stylist is available?**

If we cannot find an artist available for your booking, we will honour you with a refund. This applies to both Standard and Deluxe bookings. We will help rearrange another booking for you, at a time and date of your choosing.