

# CLIENT FAQ'S

## BOOKING ENQUIRES

- **What services do LUXit offer?**

LUXit currently offers a variety of mobile beauty, health, wellness, and lifestyle services. For bespoke requests including cosmetics injections, 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 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.

- **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](mailto:bookings@luxit.com.au) 72 hours prior to 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](mailto: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](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 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.
- **How does LUXit choose their artists?**  
At LUXit we have a comprehensive vetting process for all artists and our team, including interviews and trials. All artists have an average of 8+ years in the professional industry, with senior artists having over 15+ years of experience.
- **Is there any preparation I need to do before the Artist arrives?**  
The LUXit Artist shall 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 do I inform the Artist 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](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 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 to enable us to 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, 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 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.
- **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](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.