

CLIENT FAQ'S

BOOKING ENQUIRES

- **What is your operating and booking hours?**

We operate from 7 am - 10 pm, 7 days a week. Booking after Service Hours will incur a \$150 per hour fee. All bookings must be confirmed by 8 pm.

- **What services do LUXit offer?**

LUXit currently offers a variety of mobile beauty, health, wellness, and lifestyle services. For bespoke requests including group bookings or other requests please contact LUXit directly at 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 any extra comments 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. All time changes must be made between 7 am - 8 pm. Minimum 4 hours notification is needed. Changes will incur \$50.

- **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 unexpectedly for you. You are able to postpone your booking if you notify us via email at 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. This policy applies to At-Home services only. Services booked at hotels are non-refundable once confirmed.

- **What if I need to postpone my booking or I am running late?**
LUXit is always willing to accommodate for you. 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. The LUXit app gives you the opportunity to leave a comment and a star rating for your booking experience. Alternatively, you can e-mail us on bookings@luxit.com.au and also 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 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 10+ years in the professional industry, with senior artists having over 20+ 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 or call 1300 724 555. Additionally, once the Artist is on their way you can call and text them via the App.

COVID-19 UPDATES

- **Do you take preventive measures in light of COVID-19?**
At LUXit, we strive to ensure a safe working environment for all artists and clients by complying with current business rules and public health orders. Our LUXit artists can wear a mask if you prefer. 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.

- **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.

PROMO CODES AND CREDIT CODES

- **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. Gift vouchers are to be used within 1 year from the purchase date. 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.

- **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 deep tissue, relaxation, pregnancy massages.
- **What is the difference between deep tissue massage and relaxation massage?**
A deep tissue 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. You are able to choose your therapist preferences when booking via the App.
- **How much clothing should I remove?**
We recommend clothing be removed except for underwear which must be kept on.
- **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?**
Majority of our therapists have an Association Credited Provider Number, however subject to current regulations therapists are not able to provide a receipt to claim a rebate for mobile services.

LIFESTYLE

Note: Lifestyle services are only available for the Hotel Service menu only.

- **Are pet minding services inclusive of all sizes of dogs?**
LUXit offers pet-minding services for all sizes of dogs at Pet-friendly Hotels. However, pricing may differ depending on size. Small dogs should weigh less than 12kgs and anything over 12kgs are considered a large dog.
- **Are there any preparations that I should complete before the sitter arrives to the hotel?**
Yes, clients are advised to bring their pet's equipment if needed. However, the LUXit team member will bring all their equipment, including lead, waste bags, dog treats, and toys.
- **Do you offer pet grooming services at hotels?**
Yes, LUXit offers pet grooming services by bespoke requests. Subject to groomers availability.

AT-HOME VS AT-HOTEL SERVICES

Hotel Disclaimer:

At-Home Service Menu applies to home bookings. Please refer to the At-Hotel 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 20% surcharge will apply during Public Holidays for all service bookings. Special rates apply on Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Good Friday and Easter Sunday.

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 At-Home and At-Hotels bookings. We will help rearrange another booking for you, at a time and date of your choosing.

A large, faint watermark of the LUXIT logo is centered on the page. The logo consists of the word "LUXIT" in a serif font, with a large, stylized "X" that is formed by two overlapping geometric shapes. The entire logo is rendered in a light beige or gold color.