Policies & Procedures

1. Expectations Policy

Cosmetic tattooing does not fully replace wearing makeup. Healed results vary by client, and the use of makeup may still be necessary. Permanent makeup is designed to enhance your natural features.

Clients are responsible for reading all pre-appointment information, aftercare instructions, and policies before booking their appointments.

Following all pre-appointment instructions and aftercare guidelines is essential to achieving the best possible results. Additional sessions may be necessary to achieve optimal results. Additional sessions will be charged accordingly.

2. Booking Fee Policy

A non-refundable and non-transferable booking fee is required to book and confirm an appointment.

3. Late Policy

Clients arriving more than 20 minutes late, without contacting Glow Co. LLC, may have their appointments canceled and will forfeit their booking fee. A new booking fee will be required to schedule another appointment.

4. Cancellation and Rescheduling Policy

Should a scheduling conflict arise, clients must contact Glow Co. LLC directly using the business' designated contact method to request a cancellation or rescheduling.

Rescheduling within 48 hours of your appointment may result in forfeiture of your booking fee.

5. Refund Policy

Glow Co. LLC does not provide refunds for completed services or booking fees, except where required by applicable law.

Glow Co. LLC reserves the right to decline designs, styles, and techniques that do not align with its professional standards or that cannot be safely or appropriately performed.

6. Touch-Up Policy

Initial healed results depend on several factors, including client preparation, aftercare, metabolism, medications, and skin quality.

The initial touch-up fee is $100 for appointments completed within 8–12 weeks of the original procedure. This service allows the artist to adjust the shape, add color, and address areas where pigment may not have retained.

The initial touch-up is strongly recommended, even if the healed results already appear satisfactory.

If the touch-up is completed after the 8-12-week time frame, the touch-up fee is $200.

7. Consultation Policy

Consultations help clients determine whether Glow Co. LLC and its services are appropriate for their needs.

A non-refundable and non-transferable **$25 consultation scheduling fee** is required to book an in-person consultation.

A consultation does not guarantee that the client will be approved for or able to schedule a permanent makeup procedure. Scheduling is subject to the artist's professional discretion, an assessment of the client's suitability, and whether any corrective procedure is appropriate and feasible.

8. Guest Policy

To maintain a professional environment and ensure the client's comfort and safety, guests are not permitted inside the treatment area during a procedure.

Children are not permitted at appointments. Please arrange childcare before arriving.

9. Pre-Appointment Information and Contraindications Policy

Clients are responsible for reviewing all candidacy requirements and contraindications before scheduling an appointment.

If a client arrives and cannot safely or appropriately receive treatment because of a contraindication or failure to meet the stated requirements, the appointment may be canceled. The $100 booking fee may be forfeited.

Clients must review all pre-procedure instructions, aftercare information, and policies before scheduling.

If you are unsure whether a medical condition, medication, or other factor may affect your eligibility, contact Glow Co. LLC before booking.

10. Gift Certificate Policy

Gift certificates must be paid for in full at the time of purchase.

Gift certificates are non-refundable and non-transferable, except where required by applicable law. They cannot be combined with other offers or promotions unless expressly permitted by Glow Co. LLC.

Gift certificates must be used by the designated recipient for the service purchased. The purchaser and recipient are responsible for reviewing all pre-appointment information and policies.

Gift certificates are valid for 12 months from the purchase date, subject to applicable law. The gift certificate must be presented at the appointment.

11. Client Acknowledgment and Agreement

By signing below, I acknowledge that I have read, understood, and agree to the policies of Glow Co. LLC. I understand that failure to comply with these policies may result in cancellation of my appointment, forfeiture of my booking fee, or additional charges as outlined above and permitted by applicable law.

Client Name: _____

Client Signature: _____

Date: _____

Glow Co. LLC Representative: _____