

Evoque Lash & Day Spa

2020 Price List & Policy Updates

Price List & Menu Changes

Please note that as of January 1, 2020, there will be a small price increase on some treatments due to the increased costs from our suppliers. *This is our first price increase in over three years of business.* Please see attached “Evoque Lash & Day Spa 2020 Price List”. There are also some changes on the service menu as well. Some services now have a “petite” and “full” session option and are priced accordingly. Please refer to www.vagaro.com/EvoqueLashAndDaySpa.com or www.EvoqueSpa.com for detailed descriptions of what each service now includes.

By Appointment Only

Please remember that we operate “By Appointment Only” and most often behind closed doors in private sessions with our scheduled clients. We do not have set hours of operation for walk-ins or product pick up. If you need us outside of your scheduled appointment time, please email or text us before dropping by, so that we can find a good time for you to stop in and avoid any interruptions of services with our scheduled clients and any aggravation or hurt feelings from our unexpected walk-ins.

Booking Appointments

First time clients will book online at www.Vagaro.com/EvoqueLashAndDaySpa. Subsequent appointments may be booked in person at the end of your spa appointment or at www.Vagaro.com/EvoqueLashAndDaySpa. We will be happy to help you with any issues that arise with Vagaro.

“No Children” Policy

Please note that we adhere to a strict “**NO CHILDREN POLICY**” and do not make any exceptions. We have limited seating in our waiting room and four staff members seeing clients daily for private, relaxing services. *All guests entering the spa suite must be 16 or older.* Clients under 16 may receive services with our approval and must be accompanied by a parent during the entire service.

Extra Guest Policy

Due to the private nature of our services, your eyes being closed, and the tranquil environment needed for everyone to have a relaxing spa experience, we request that no extra guests accompany you to your appointments as this can take away from other clients' relaxing experiences as well as interrupting our services. We strive to provide personal, relaxing attention to each of our clients.

Gift Card Policy

If you will be redeeming an Evoque Gift Card, please inform us at the time the appointment is scheduled and present it *before* we begin your service. If your Gift Card was purchased online, let us know and we will pull the information for your first visit. If the Gift Card was not purchased online, you must have the paper Gift Card in hand to redeem it. We will ask to see your ID at the time of redemption. Please direct any questions regarding Gift Cards to Lainie at 918.845.1601 or EvoqueSpa@gmail.com.

Cancellation & No Show Policy

We have a 48-hour cancellation policy as we usually cannot fill vacancies with only 24-hour notice. A 50% fee will be applied to all appointments cancelled less than 48 hours in advance. As a courtesy, our booking system sends out text messages or email reminders when the appointment is initially booked, 50 hours prior to it, and two hours prior to all appointments. Please do not mute those notifications as they are there for your convenience. A 100% cancellation fee will be applied to all no shows. True emergencies will be handled on a case by case basis.

Product Ordering & Pick Up

We will be handling product ordering and pick up differently this year to make things run more smoothly.

1. Text 918.845.1601 or email EvoqueSpa@gmail.com to place a product request. Please do not use Facebook or Instagram to order products as those apps are not monitored during the work day.
2. If we have the item in stock, we will reply and set up a time for you to pick up with exact cash, so that we will not need to interrupt a service to run your credit card or make change when you arrive.
3. If we need to order the item, we will let you know that and then contact you when it comes in to schedule your pick up time. Again, please be prepared with exact cash, so we will not need to interrupt a service to run a card or make change.
4. If you order during an appointment we will have you prepay, so we will not need to interrupt a service to run your credit card when you pick up.

Payments & Refunds

All payments are expected at the time of service. We accept cash, credit/debit cards, and Evoque Gift Cards.

Refunds are not given for services rendered. If an issue arises, notify us immediately and we will do our best to remedy the issue.

All product sales are final. We have samples of most products to try before purchasing a full size product.

We reserve the right to refuse service for any reason, including inappropriate client behavior.

Thank you for your continued loyalty and support,

The Evoque Staff

Lainie, Rockell, Michelle, & Chloe

Call or Text: 918.376.7241

Email: EvoqueSpa@gmail.com

Book Online: www.vagaro.com/EvoqueLashAndDaySpa.com

Web Site: www.EvoqueSpa.com