**RECORD CARD**

THE DETAILS YOU HAVE PROVIDED ARE CONFIDENTIAL AND STORED SECURELY. WE HAVE TO KEEP YOUR INFORMATION FOR 2 YEARS AFTER YOUR LAST APPOINTMENT.

NAME:

FIRST LINE OF ADDRESS:

POST CODE:

EMAIL:

MOBILE: HOME:

D.O.B:

DOCTOR’S ADDRESS:

SURGICAL HISTORY:

ALLERGIES:

ARE YOU TAKING ANY MEDICATIONS, SUPPLEMENTS OR HERBAL REMEDIES?

|  |  |  |  |
| --- | --- | --- | --- |
| Roaccutane |  | Steroids |  |
| St John’s wart |  | Anti-depressants  |  |
| Aspirin |  | Contraceptive/HRT |  |
| Glucosamine  |  | Antibiotics  |  |
| Supplements/herbal remedies  |  | Anti-coagulants (warfarin) |  |
| Immunosuppressive therapy  |  |  |  |
| Details of any of the above: |  |  |  |

Please tick if you have or had any of the below:

|  |  |  |  |
| --- | --- | --- | --- |
| Diabetes |  | Epilepsy |  |
| Asthma/hay fever  |  | Arthritis |  |
| Cancer (past or present) |  | High/Low blood pressure |  |
| Auto immune disease (lupus/HIV/MS) |  | Vascular conditions (varicose veins/ broken capillaries) |  |
| Osteoporosis  |  | Anaphylactic shock |  |
| Chemotherapy/Radiotherapy  |  | Bleeding disorders |  |
| Cold sores/Herpes |  | Hepatitis  |  |
| Polycystic ovaries |  | Heart conditions/disease/pacemaker/ Angina |  |
| Pregnancy or breast feeding |  | Over or under active thyroid? |  |
| Anxiety/depression |  | Hormonal imbalance/problems? |  |
| Metal pins/plates/fillings |  | Loss of skin sensation |  |
| Any discomfort/pain in the body? |  | Claustrophobia  |  |
| Recent fractures or sprains? |  | Other |  |
| Details of any of the above: |
| Cosmetic surgery  |  | Laser resurfacing |  |
| Botox/Fillers/injectables (Last 4 months) |  | Chemical/Glycolic peel (last 4 months) |  |
| Rosacea |  | Eczema |  |
| Acne |  | Keloid/hypertrophic scars |  |
| Sebhorrea (dandruff) |  | Dermatitis |  |
| Psoriasis  |  |  |  |
| Details of any of the above: |  |  |  |

Treatment home care advice:

Waxing/Threading:

* No UV exposure for 48hrs
* No heat treatments for 48hrs
* Avoid exercise, swimming and makeup for 24hrs.
* Exfoliate and moisturise regularly to prevent ingrowing hairs
* Avoid touching the area
* No deodorant or perfumed products for 24hrs

Facials/ Massage:

* No UV exposure for 48hrs
* Avoid alcohol and caffeine after treatment.
* Avoid exercise, swimming, heat treatments and makeup for 24hrs.
* Use an SPF30 & above all year round
* Follow your skincare routine
* Drink plenty of water
* Avoid touching the area

Hydroluxx:

* No heat or uv exposure for 48hrs
* Avoid exercise & swimming for 24hrs
* Use an SPF30 & above
* No AHA’S or glycolic for 3 days pre & 7 days post treatment.
* Avoid make up for 12hrs.

Nail Enhancements:

* First 24hrs:
1. Reduce exposure to heat i.e. Sunbeds & saunas
2. Avoid immersing hands in water for long period of time i.e. Swimming and baths
* Wear gloves when doing house work, gardening and washing up
* Be careful when using self-tan products, insect repellent and sun cream. Wipe after application.
* Moisturise and use cuticle oil regularly
* If using nail polish remover make sure it is non-acetone.
* Do not pick your nail enhancements (we know when you have)
* Follow the correct removal procedure or make an appointment to have them removed.
* Maintain regular appointments to avoid nail breakage.

*Your nails are jewels and not tools!!!*

Eyelash Lifting

* No mascara for 24hrs
* No heat treatments for 24hrs
* Avoid getting wet for 48hrs
* Be careful when removing makeup
* Do not wear eye make up on the day of appointment

By signing below, you agree to the following:

I have completed this form to the best of my ability and knowledge and agree to inform my aesthetician of any changes to the information listed on all the pages of this client intake form. I have been informed of and understand the contraindications to the requested treatments and agree that I do not have any condition(s) that would make the requested treatment unsuitable.

I will inform my aesthetician of any discomfort I may experience at any time during my treatment to allow them to adjust accordingly. I agree to waive all liabilities toward my aesthetician and Tilly’s skincare and beauty of any injury or damages incurred due to my misrepresentation of my health history.

I agree that sunscreen will become an integral part of my daily life and applied regularly as required to ensure maximum skin treatment benefit.

……………………….. DATE…………

(Signature of client or parent/guardian of under 16’s)

**Cancellation Policy**

We hold your appointments just for you and ask that if you must cancel or reschedule any appointment please provide us with at least 24-hour notice.  This way, our team will be able to adjust their schedules accordingly and we may be able to accommodate clients on our waiting list.

We do, of course, understand that unavoidable issues come up and will do our best to work with you in case of an emergency.

Last minute cancellations or ‘no shows’ will be charged a cancellation fee each time.  Here is our general breakdown of cancellation fees:

•    Less than 24-hour notice will result in a charge equal to **50%** of reserved appointment(s)

• **‘NO SHOWS’** will be charged **100%** of service amount

As a courtesy, we do contact you to confirm the date and if requested, the time of your appointment.

Please understand that it is your responsibility to remember your appointment dates and times in order to avoid missed appointments and cancellation fees.  You are always welcome to call and double check any appointments if you’re unsure.

**Late Policy**

We will always try our best to accommodate you if you’re running behind, stuck in traffic, etc. However if you are late it can affect the remainder of our teams’ day by delaying them for their clients who come in on time. For this reason, we have set a few general ground rules for such situations:

* Clients will generally be allowed a 5 minute grace period.  After that time, we will call to check you are on your way.
* If you are able to make it in time for your entire treatment to be completed, great!  If not, you may have to reschedule part of your treatment. This will allow us to keep to our allocated time slots for the next client to ensure they are not kept waiting for their appointment.
* Please, always call even if you think you might be late; we’d rather know as early as possible so we can do our best to fit you in without upsetting the flow of the day.Here is a general breakdown of our late fees:
* If  the client arrives late but within the allotted time, but has to forgo some parts of the treatment **100%** of the booked treatment charge will apply.
* If the client does not arrive in time for the service to be completed, you will be charged **100%** of the booked treatment.

**Again, please remember that your appointments are reserved for you and only you. These policies allow us the opportunity to ensure the smooth running of the salon. We very much appreciate your business and adherence with our policies**