

PRE & POST TREATMENT INSTRUCTIONS

Pre-treatment Instructions:

1. To avoid any adverse reactions, please avoid all tanning (ie; laying out, tanning bed, self-tanning creams) for at least 4-6 weeks prior to your treatment. If you are in the sun for a prolonged period of time, **use a sunscreen of SPF 30 or higher** and liberally reapply it throughout the day in all of your exposed treatment areas. Protective clothing and/or hats are also strongly encouraged to avoid adverse reactions. **Avoid sunless tanning creams and spray tans for at least two weeks prior to your treatment.**
2. It is essential that you refrain from tweezing, waxing, threading and electrolysis **for at least 3-4 weeks on the face and 6+ weeks on the body**, prior to your treatment. Only shaving and/or trimming the hair is recommended prior to a treatment.
3. To receive optimal results from your treatments, **it is necessary for you to shave the area** with a regular razor the night before or morning of a treatment. You will have less irritation and receive better results from the laser treatment if you shave in a warm shower or bath. We reserve the right to reschedule the appointment, if not properly shaven as instructed the appointment based on the situation and the time we have allotted for your appointment.
4. **Certain medications that cause hyper/photosensitivity to sun exposure cannot be taken within the week** of your laser hair removal treatments. Specifically they are, **Antibiotics, as well as Accutane, Retin-A and Glycolic Acid Peels**, when you are doing the facial area. If you are uncertain about any medications and their contraindications, you should consult with your prescribing physician before having laser hair removal services. It is your responsibility to inform the technician if any medical history changes throughout your treatment regimen.

Post-treatment Instructions:

Immediately after your treatment, redness may occur at the treatment site and usually dissipates within a few hours. In some cases, swelling and redness may last up to 24-48 hours. In very rare cases prolonged redness, blistering or scabbing may occur. If extreme swelling occurs, apply ice wrapped in a soft cloth for 10-20 minutes at a time. Should any side effects occur, please contact our office immediately so that we may provide you with further instruction.

1. You can apply hydrocortisone or our post-laser gloRemedy gel which is available for purchase, for extra soothing benefits to reduce inflammation. You should continue to reapply twice daily for 24 to 48 hours after each treatment.
2. Anywhere from 2-4 weeks after the treatment, shedding of the hair will occur. This may appear as new hair growth; however, it is not, as it is just the dead hair pushing its way out of the follicle. To help the purging process, you should take a warm (not hot) shower or bath and use an exfoliating sponge, buff puff or washcloth to help exfoliate the skin to slough the dead hair out of the follicles. Follow up by applying moisturizer generously to all the treated areas regularly.
3. You may shave at any time post treatment if no irritation persists. We highly recommend a follow-up microdermabrasion exfoliation treatment for facial areas to promote more rapid shedding of hairs and smoother looking skin.
4. The treated areas should be immediately cleaned after prolonged exercise or perspiration for the first two weeks post laser. The use of an anti-bacterial soap on a regular basis for the first week following your treatment is recommended. If possible, but not imperative, refrain from using deodorant for the remainder of the day of your underarm treatment.
5. We strongly advise not to use makeup immediately following treatment until all redness and/or irritation has subsided. Please make sure that you apply a good moisturizer before any makeup application. Moisturizer will help the treated hair purge from the follicle, so use it frequently and freely on any treated area. Any moisturizer without alpha-hydroxy acids will work best. Also, be careful not to rub too hard when applying.
6. **Avoid sun exposure for a period of 1-2 months after your treatment** to avoid hyper/hypo-pigmentation and to minimize possible epidermal burns during your treatments. **Use sunscreen SPF 30 or higher at all times throughout the course of your treatment.** We recommend SkinCeuticals SPF products which are physical sunblocks, superior to chemical over-the-counter sunscreens.
***All our SkinCeuticals SPF products are 50% off the regular price. It's better to protect and prevent, then correct your skin later.**
5. Do not use any other hair removal methods or products (tweezing, waxing, depilatories and/or epilating) other than shaving with a razor or trimming the hairs with scissors on the treated area in between your treatments as it will prevent you from achieving your best results. The hair has to be in the follicle at the time of the treatment to be affected by the laser.
6. Avoid swimming and strenuous exercise for 2-3 days after the treatment if irritation or bumps still persist in areas where friction is created on your body. We advise not to use a hot tub for one week following your laser treatment of your body area.

*****If you notice any missed spots or stripes of hair in your treatment area and/or don't feel as though the hairs are falling out easily (after seven days on the face or within two weeks on the body areas), please contact our office within 7-10 days for the face or before the three week mark to schedule a complementary evaluation or touch-up. If you wait longer without contacting us, we will advise that you wait until your next treatment for the most effective regimen. Please DO NOT shave the hairs, as we will need to analyze the treatment area for the touch-up as the treatment parameters may need to be adjusted.**

POLICIES & PROCEDURES

OUR CANCELLATION POLICY~

A missed appointment is a loss for everyone. We kindly remind of your appointments by phone call or email; however, it is your responsibility to remember and show up and be on time for your appointment. We appreciate your understanding and punctuality for your appointments.

We ask that should you need to cancel or reschedule an appointment, you respect our time and kindly give us at least 24 hours' advance notice so that we may try to fill your appointment time with a client on our wait list.

We reserve the right to require prepayment of \$50 to reschedule your next service after two 'no-shows' or 'day of' cancellations. This advance \$50 payment will be applied to your next appointment; however, if you were to miss the next appointment or fail to give proper notice, the payment will be forfeited. Should this happen more than once, we reserve the right to collect the full amount of the scheduled appointment prior to rescheduling again.

We know your time is valuable and that is why we do our best to operate on schedule. **Should you be running late, please call** to let us know of your tardiness, so we can determine if we can still accommodate you and stay on schedule for any clients that are scheduled after you.

PAYMENT POLICY~

Payments are expected at the time the service is rendered. We accept Visa, MasterCard, Discover, Amex, Cash and Personal Checks. There is a \$25 returned check fee for insufficient funds.

NO GRATUITIES PLEASE POLICY~

At INFINITY, our technicians do not expect and do not accept gratuities for any of our services. The best compliment you can give to your technician is to refer your friends and family to our business. We will gladly reward you for doing so, by sending you a **\$25 referral reward card** for each new referral that becomes a client of ours. If you enjoy the benefits of laser hair removal, we would love to see your positive reviews on **Google and/or Yelp**. If for some reason we have failed to meet your expectations, please contact us and ask to speak with a manager. At Infinity we strive to provide our guests with the best possible experience in meeting their hair removal and skin rejuvenation needs. We love positive feedback and welcome any constructive ideas on ways we can improve.

REQUESTING NEW TECHNICIANS~

At INFINITY, we all work together as a team. Please do not hesitate to try a different technician at any time throughout the course of your treatments. We are constantly collaborating and sharing techniques to make our clients feel as though they get the same treatment from one technician to another. It's a personal service, it is important to us that you always feel comfortable here.

PRE-TREATMENT SHAVING ~

Please shave the area being treated either the night before or the morning of a treatment. If the technician has to shave the area for you, you may be charged an additional \$20 fee. This excludes a woman's face, man's back, back of neck and buttocks, or if the technician specifically requested that you do not shave a certain area for evaluation.

PRE-TREATMENT TANNING ~

You have been advised that tanning while receiving laser hair removal treatments may cause adverse reactions. Should you come to an appointment recently tanned from sun exposure, tanning beds, spray tans or sunless tanning cream, you will be asked to reschedule your appointment for 4-6 weeks and a \$20 fee may apply for the missed appt.

CHILDREN IN THE OFFICE~

Our office is not a conducive environment for unsupervised young children. We will do our best to assist in looking after them for a quick ten minute appointments in our reception area; however, for the safety of your children during appointments that last more than ten minutes, we recommend you make alternative arrangements for the care of them. We reserve the right to reschedule your appointment should you not have proper child care for longer appointments. We apologize for any inconvenience this may cause you, but this is for the safety and protection of your children. Thank you for your understanding.