



TERMS & CONDITIONS

Glamorosa Nails & Spa Education

Last Updated: February 16, 2026

1. INTRODUCTION

These Terms and Conditions (“Terms”) govern your use of “www.glamorosanails.com” (the “Website”) and any services or products offered by **Glamorosa Nails & Spa Education**, located in Calgary, Alberta, Canada (“Company,” “we,” “us,” “our”).

By accessing this Website, booking an appointment, or purchasing products, you agree to be legally bound by these Terms.

If you do not agree, you must not use our website or services.

2. ELIGIBILITY

You must be the age of majority in Alberta (18 years) to book services or purchase products. Minors must have a parental or legal guardian present.

3. SERVICES PROVIDED

Glamorosa Nails & Spa provides:

- In-person esthetic and clinical esthetic services
- Online retail product sales
- Online appointment booking

Service descriptions and pricing are subject to change without notice.

4. APPOINTMENTS, DEPOSITS & CANCELLATIONS

4.1 Booking

Appointments booked online require accurate and updated contact and payment information

- All appointments must be booked online to ensure accuracy and efficiency.

- Booking **2–3 weeks in advance** is recommended.
- Questions about services or appointments should be directed via email before booking.
- Deposits for select bookings will be communicated at time of booking.

4.2 Deposits

We reserve the right to require a non-refundable deposit to secure your appointment. Deposits are non-refundable and applied toward your service total. In the event of a missed appointment or late cancellation (less than 48 hours notice) this deposit will be forfeited for use toward a future service.

4.3 Cancellation Policy

We require **48 hours' notice** to cancel or reschedule an appointment.

- Less than 48 hours' notice of cancellation → Deposit forfeited (if applicable) plus 20% service fee.
- Repeat late cancellations may require **100% prepayment** for future bookings
- No-shows → Will be charged 100% of service cost
- Consistent missed appointments may result in **refusal of future service**

4.4 Late Arrivals

Late arrivals greater than 15 minutes may result in reduced service time or cancellation at full charge to the technician's discretion.

4.5 Early Arrivals

Please wait until your scheduled time unless otherwise specified.

4.6 Child and Guest Policy

- Only clients with scheduled appointments are permitted in the treatment area.
- Guests or spectators are not allowed unless prior approval is given (e.g., parent/guardian for minors or group bookings).
- This ensures a calm, safe, and hygienic environment.
- Children are not allowed unless accompanied by a caretaker as our space is not child-friendly and we do not offer childcare services.

5. PAYMENT TERMS

We accept cash, and may accept e-transfer and/or major credit cards and other payment methods displayed at checkout.

Prices are listed in Canadian Dollars (CAD).

Payment is due immediately upon completion of services. Pricing reflects training, quality products, and service standards. Prices are firm.

We reserve the right to:

- Refuse or cancel any order
 - Limit quantities per person
 - Correct pricing errors
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6. REFUND POLICY – SERVICES

All in-person services are final sale.

Due to hygiene and customization:

- No refunds on completed services
 - Corrective work is performed at our discretion, and may be charged an applicable fee
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7. PRODUCT RETURNS

We accept returns of unopened, unused retail products within 5 days of purchase.

Products must:

- Be unopened
- Be unused
- Be in original packaging
- Include proof of purchase

For sanitary reasons, opened cosmetic products are non-returnable.

Shipping fees are non-refundable.

8. HEALTH & SAFETY DISCLOSURE

By receiving services, you confirm that:

- You have disclosed all allergies, medical conditions, medications, and sensitivities.
- You understand that esthetic services carry inherent risks including irritation, redness, allergic reactions, or temporary discomfort.
- You will follow aftercare instructions provided.

Failure to disclose relevant medical information releases Glamorosa Nails & Spa from liability related to resulting adverse reactions.

9. LIMITATION OF LIABILITY

To the fullest extent permitted under Alberta law:

Glamorosa Nails & Spa, its owner, employees, contractors, and affiliates shall not be liable for:

- Adverse reactions due to undisclosed conditions
- Allergic reactions
- Loss of income
- Indirect or consequential damages
- Dissatisfaction based on personal preference after service completion

All services and products are provided “as is” without warranties beyond those required by law.

10. INTELLECTUAL PROPERTY

All Website content including:

- Logos
- Branding
- Service descriptions
- Photos
- Graphics
- Marketing materials

are the exclusive property of Glamorosa Nails & Spa and may not be copied or reproduced without written permission.

11. THIRD-PARTY SERVICES

Our Website may use third-party tools including booking platforms and payment processors.

We are not responsible for the policies or actions of third-party providers.

12. PROHIBITED USE

You may not:

- Use the site unlawfully
- Upload malicious code
- Attempt to interfere with security
- Copy or scrape content
- Misrepresent your identity

Violation will result in termination of access and legal action may be taken against perpetrators.

13. PRIVACY

Your use of our Website is also governed by our Privacy Policy (see separate page).

14. GOVERNING LAW

These Terms are governed by the laws of Alberta, Canada.

Any disputes shall be resolved in the courts of Calgary, Alberta.

15. FORCE MAJEURE

We are not liable for delays or failures caused by events beyond our control including natural disasters, public health emergencies, supply disruptions, or government restrictions.

16. CHANGES TO TERMS

We may update these Terms at any time. Continued use of our Website constitutes acceptance of revised Terms.

17. DISCOMFORT OR DISSATISFACTION

In receiving services:

- Inform your technician immediately if you experience discomfort or dissatisfaction.
 - Concerns must be raised during or within 24 hours of the service.
 - We cannot be held responsible for issues not reported in a timely manner.
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18. SOCIAL MEDIA & PHOTO CONSENT

We may photograph or record images of completed services for portfolio, marketing, website, advertising, or social media purposes.

By receiving services at Glamorosa Nails & Spa Education, you grant us permission to use photographs or videos of your nails, lashes, brows, or other service results for promotional purposes, provided that:

- No full-face images will be used without explicit written or verbal consent.
- No personal identifying information (full name, contact details) will be published without written or verbal authorization.

If you do not wish to have your service results photographed, you must inform us prior to the start of your appointment.

Glamorosa Nails & Spa Education retains ownership of all media content created in our salon.

19. PAYMENT DISPUTES & CHARGEBACK PROTECTION

By completing a transaction on our Website or in person, you agree that:

- You are the authorized cardholder.
- You will not initiate a chargeback or payment dispute without first contacting us to resolve the matter.

In the event of a chargeback initiated without prior communication:

- We reserve the right to provide signed consent forms, booking confirmations, IP records, and service documentation to the payment processor as evidence of authorization.
- You agree to be responsible for any administrative fees, chargeback fees, or recovery costs incurred by Glamorosa Nails & Spa Education.

We reserve the right to refuse future service to clients who initiate fraudulent or bad-faith disputes.

20. PACKAGES, SERIES & PREPAID SERVICES POLICY

From time to time, Glamorosa Nails & Spa Education may offer prepaid packages, bundled services, or treatment series.

The following terms apply:

20.1 Validity

Packages and prepaid services must be used within the stated validity period at time of purchase. If no period is stated, packages expire 12 months from purchase date.

20.2 Non-Refundable

All packages and prepaid services are non-refundable and non-transferable unless otherwise required by law.

20.3 Missed Appointments

Missed appointments or late cancellations related to package services will result in forfeiture of that session.

20.4 Pricing Changes

Prepaid packages lock in pricing for the purchased services only. They may not be exchanged for cash value or alternative services unless approved at our discretion.

20.5 Business Closure Contingency

In the event of permanent or unexpected business closure, unused services may be refunded at a prorated value minus any promotional discounts applied at time of purchase.

20.6 Promotional Discounts

Promotional discounts attached to prepaid services void refund eligibility.

21. BEFORE & AFTER PHOTO DOCUMENTATION

For quality assurance, client records, and professional documentation purposes, Glamorosa Nails & Spa Education may take before and after photographs of services performed, including but not limited to nails, lashes, brows, and skin treatments.

These photographs may be used for the following purposes:

- Documenting service results in your client file
- Protecting against false claims or payment disputes
- Training and internal quality review
- Marketing and promotional use (subject to Section 18 – Social Media & Photo Consent)

By booking and receiving services, you acknowledge and consent to professional photographic documentation of treated areas.

The following conditions apply:

- Close-up images of treated areas (e.g., lashes, nails, brows) may be used for marketing without identifying information.
- Full-face images will not be used publicly without explicit written consent.
- Personal identifying details will never be shared without written authorization.

If you do not consent to marketing use of photographs, you must notify us before your service begins. Documentation for internal records and liability protection may still be required as part of your client file.

All images remain the property of Glamorosa Nails & Spa Education.

22. ASSUMPTION OF RISK

By booking and receiving services from Glamorosa Nails, you acknowledge and agree that esthetic and cosmetic services inherently involve certain risks.

These risks may include, but are not limited to:

- Skin irritation
- Redness or swelling
- Allergic reactions
- Sensitivity
- Breakage or damage to natural lashes or nails
- Dissatisfaction due to subjective aesthetic preference
- Temporary discomfort

You voluntarily assume all risks associated with receiving services, whether known or unknown, except where caused by our gross negligence or willful misconduct.

You confirm that you are choosing to proceed with services of your own free will and accept full responsibility for any outcomes.

23. BINDING ARBITRATION

Any dispute, claim, or controversy arising out of or relating to:

- Services provided
- Products purchased
- Use of the Website
- Payment disputes
- Privacy matters

shall be resolved exclusively through binding arbitration in Calgary, Alberta, Canada, rather than in court.

Arbitration shall be conducted in accordance with the Arbitration Act of Alberta.

Each party shall bear its own legal costs unless otherwise determined by the arbitrator.

By agreeing to these Terms, you waive your right to pursue claims in court except for matters that may legally require court jurisdiction.

23.2 Severability of Arbitration

If any portion of the arbitration or class action waiver is found unenforceable, the remainder shall remain in effect.

24. WAIVER OF CLASS ACTION

You agree that any dispute resolution shall be conducted on an individual basis only.

You waive any right to participate in:

- Class action lawsuits
- Class arbitration
- Representative claims
- Collective legal proceedings

All claims must be brought solely in your individual capacity.

If this clause is found unenforceable, the arbitration clause shall remain enforceable to the fullest extent permitted by law.

25. INDEPENDENT CONTRACTOR STATUS

If Glamorosa Nails & Spa Education engages independent contractors, estheticians, technicians, or other service providers, such individuals operate as independent contractors and not employees, partners, or agents unless expressly stated.

Glamorosa Nails & Spa Education is not liable for independent contractor actions beyond the scope of services performed under our policies.

Independent contractors are solely responsible for compliance with professional licensing and insurance requirements where applicable.

26. GROUP RESERVATIONS

- Custom packages may be available for group or event bookings.
- Deposits or full payment may be required to secure the booking.
- Contact us directly to coordinate group arrangements.

27. GIFT CERTIFICATES

- Redeemable up to the stated value
- Non-refundable
- Non-transferable
- In accordance with applicable laws do NOT have an expiry date
- Lost certificates cannot be replaced without proof of purchase and are subject to a \$25 re-issuance fee.

28. RIGHT TO REFUSE SERVICE

Glamorosa Nails & Spa Education reserves the right to refuse service at our discretion, including but not limited to:

- Repeat late cancellations or no-shows
- Disrespectful or aggressive behavior
- Harassment of staff or clients
- Non-compliance with salon policies
- Health or safety concerns

29. USER COMMENTS & SUBMISSIONS

- We may use, edit, publish, or distribute comments submitted to us without obligation.
- You may not submit content violating any third-party rights or containing malware.

30. CONTACT INFORMATION

Glamorosa Nails & Spa Education
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