TERMS & CONDITIONS

Glamorosa Nails & Spa Education
Last Updated: August 4, 2026

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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.

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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.

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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.

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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.
- A 50% deposit is required to secure all appointments. The deposit is non-refundable but may be applied as a credit toward a future appointment if at least 48 hours' notice is provided. Credits are valid for 12 months.

4.3 Cancellation, Rescheduling & No-Show Policy

By booking an appointment, you authorize Glamorosa Nails & Spa to charge the payment method provided for any applicable cancellation, no-show, or unpaid balance fees in accordance with these Terms.

We kindly require a minimum of **48 hours' notice** for any cancellation or rescheduling request.

Appointments canceled or rescheduled with **less than 48 hours' notice** will result in the **forfeiture of the 50% deposit**.

4.3a No-Shows

Clients who fail to attend their scheduled appointment without notice, **cancel within three (3) hours of their scheduled appointment time, or arrive so late that the appointment cannot reasonably be completed** will be considered a no-show and charged 100% of the scheduled service total.

4.3b Late Arrivals

Clients arriving late may have their appointment shortened or rescheduled to avoid impacting other scheduled appointments. If we are unable to accommodate the service due to the late arrival, the appointment may be treated as a late cancellation or no-show, and the applicable fees may apply.

Appointment times are reserved exclusively for each client. Last-minute cancellations and missed appointments often cannot be filled on short notice, resulting in lost time that could have been offered to another client. We appreciate your understanding and cooperation in helping us provide exceptional service to all clients.

4.4 Early Arrivals

Please wait until your scheduled time unless otherwise specified.

4.5 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.

4.6 Chargebacks & Payment Disputes

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

- You are the authorized cardholder.
- If you believe a charge has been made in error, you agree to contact us first to provide an opportunity to resolve the matter before initiating a payment dispute.
- 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.
- If a payment dispute is resolved in our favour, you remain responsible for any unpaid balance and any reasonable costs permitted by law that we incur in recovering the debt.

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

4.7 Failure to Pay

If an authorized payment cannot be processed, the outstanding balance will remain due immediately. Glamorosa Nails & Spa Education reserves the right to suspend future bookings until the balance has been paid in full and may pursue recovery of outstanding amounts through lawful means.

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5. PAYMENT TERMS

We accept cash 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 services are final sale. All deposits are non-refundable.

Due to hygiene and customization:

- No refunds on completed services

- If you have concerns about your service, please notify us within 24 hours. We may, at our discretion, offer an inspection, adjustment, or corrective service where appropriate.

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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.

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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.

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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.

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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.

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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.

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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.

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13. PRIVACY

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

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14. GOVERNING LAW

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

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

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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.

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16. CHANGES TO TERMS

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

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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 for media purposes, 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.

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19. 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:

19.1 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.

19.2 Non-Refundable

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

19.3 Missed Appointments

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

19.4 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.

19.5 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.

19.6 Promotional Discounts

Promotional discounts attached to prepaid services void refund eligibility.

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20. 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.

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21. 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.

Individual results vary based on factors including skin type, nail condition, natural lash health, adherence to aftercare instructions, and other individual characteristics. As such, specific cosmetic outcomes cannot be guaranteed.

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

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22. 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

The parties agree to attempt to resolve disputes through arbitration before commencing court proceedings, unless applicable law provides otherwise. 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.

22.2 Severability of Arbitration

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

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23. 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.

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24. 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.

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25. 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.

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26. GIFT CERTIFICATES

- Redeemable up to the stated value.
- Non-refundable.
- Non-transferable.
- Gift certificates do not expire, except where permitted by applicable law.
- Lost certificates cannot be replaced without proof of purchase and are subject to a $25 re-issuance fee.

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27. 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

Any refusal of service will be exercised in accordance with applicable human rights legislation.

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28. 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.

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29. CONTACT INFORMATION

Glamorosa Nails & Spa Education
Calgary, Alberta, Canada
Email: contact@glamorosanails.com