

Frequently Asked Questions (for Services)

Services

* What services do you offer?
* What is your specialty/area of expertise?
* Are you licensed?
* Do you guarantee your services?
* How long is a session?
* What happens during a session?
* What is your process (including timeline)?
* What products (or tools) do you use?
* Do you provide services for kids?

Billing/Payment

* What are your (starting) rates?
* How do you charge (flat fee or by the hour)?
* Do I have to pay a deposit?
* How much should I tip?
* What forms of payment are accepted?
* Can I change the currency on the website?
* I have a promo code. How do I use it?
* Where do I enter my promo code?
* How do I get promo codes and special discounts?
* Can I use multiple promo codes?
* Are my details safe when paying online?

Appointments

* How do I schedule an appointment?
* What do I need to know before booking an appointment/making a reservation?
* How do I know if my appointment request was received?
* How do I cancel or change/modify my appointment?
* How far in advance should I book an appointment?
* Can I request a certain specialist when I book an appointment?
* Do I have to schedule an appointment?
* Do you take walk-ins?
* What time should I arrive?
* What do I need to do to prepare?
* Can I bring my child to my appointment?

Cancellations & Refunds

* What is your cancellation policy?
* How long will it take (for me) to receive a refund?
* What should I do if I haven’t received my refund?
* Do you offer a money back guarantee?

Privacy & Tech Support

* Is it safe to use my credit card on your website?
* Is my privacy and personal information secure on your website?
* Where can I learn more about your Privacy Policy?
* What are cookies? Do I have to enable cookies?

Gift Cards

* Do you offer gift cards?
* Where can I purchase a gift card?
* Do you offer paper and/or electronic gift cards?
* How can I redeem my gift card?
* If I used a gift card and cancel how will I be refunded?
* How do I check my gift card balance?
* What if I have lost my gift card?

Rewards Program

* How does the rewards program work?
* How do I become a rewards member?
* How do I earn rewards?
* How do I check my rewards balance?
* How do I redeem rewards?
* Do my rewards expire?
* Can I combine my rewards with other discounts?

General

* What is \_\_\_\_\_\_\_\_\_\_\_\_\_\_?
* What is the difference between \_\_\_\_\_\_\_\_\_\_\_\_” and ” \_\_\_\_\_\_\_\_\_\_\_\_?
* Can I come in for a consultation?
* Do you offer a free consultation?
* Do you offer mobile services?
* Can you travel to me?
* How can I contact customer service?
* How can I get assistance if I need it?
* How frequently should I seek services?
* I am not receiving emails. What can I do?
* How do I unsubscribe from emails?