

1. Where does Luisa work from?

Luisa does not operate from a public salon or studio. She provides services from her apartment located at:

Apt 11/9 Dryburgh St, Apt 111, West Melbourne VIC 3003

2. Does Luisa accept walk-ins or same-day bookings?

Luisa may accept same-day bookings if she has availability, but it's always best to confirm through WhatsApp. She frequently shares availability for same-day or next-day appointments when asked.

3. What is Luisa's deposit policy?

- A 50% deposit is required to secure an appointment.

Deposit can be paid via bank transfer to:

makefile

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Name: Lisa Bernal

Number: +61 451 375 263

- - The deposit is refundable only if:
 - The cancellation is made **at least 24 hours in advance**, or
 - The appointment is rescheduled more than 24 hours ahead.
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4. What if I can't pay the deposit?

Some clients have been allowed to pay the full amount in cash on the day of the appointment if they don't have a local bank account (e.g., only Bancolombia available). Luisa seems flexible on this on a case-by-case basis.

5. Is payment in cash required?

Yes, Luisa generally prefers or requires **payment in cash** unless otherwise agreed. She reminds customers of this frequently before appointments.

6. What happens if Luisa is running late?

Luisa occasionally runs late and notifies the client. Clients are usually asked to wait in the apartment lobby. She is apologetic and communicative about delays.

7. Can I cancel or reschedule my appointment?

Yes, you can cancel or reschedule, but it must be **at least 24 hours in advance** to retain your deposit. Last-minute cancellations or no-shows may forfeit the deposit.

8. Can someone else come to the appointment or wait?

Luisa has not objected to clients bringing someone or waiting nearby, but this should be confirmed in advance as her studio is in her private residence.

9. How long do services take?

- **Braiding:** Approx. 1 hour
 - **Shellac Manicure:** Not explicitly stated, but appointments are often scheduled in 1–1.5 hour windows
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10. Can Luisa accommodate last-minute changes or delays?

Yes, she tries to be flexible. Clients running late or changing plans often communicate with her and she adjusts where possible, depending on her schedule.

11. Does Luisa provide mobile services?

No. When asked, she confirmed she **only attends in North Melbourne**.

12. What if I can't reach Luisa?

Clients sometimes call or message repeatedly when arriving. If there's a delay, it's best to:

- Message again via WhatsApp
- Wait in the lobby or outside Apt 111
- Be patient, as she may be attending another client or caring for her child