



## TREATMENT AFTERCARE, PRECARE & HOMECARE ADVICE

### WAXING

Following waxing services some slight soreness, small bumps and redness are common and perfectly normal temporary reactions, particularly if this is your first wax. These symptoms should subside over the next 24-48 hours. If you experience persistent redness or irritation, or if you have any questions, please do not hesitate to contact us. Please follow the following recommendations:

Keep the waxed area clean, and avoid heat and friction during the next 8-24 hours.

- No hot baths or showers (cool to lukewarm water only).
  - No saunas, hot tubs or steam treatments.
  - No tanning (sunbathing, sunbeds or fake tans).
- Avoid scratching or touching the treated area with unwashed hands.
  - Wear clean, loose fitting clothes.
  - Avoid swimming in chlorinated pools.
- Do not apply deodorants, body sprays, powders, lotions or other products to the area, other than those recommended by your therapist.
- To soothe and protect the skin, apply an antiseptic cream to the waxed area, always wash your hands before applying any product.

To prevent ingrown hairs: starting a few days after your appointment, gently scrub the skin 3 times a week in the bath or shower using a loofah or exfoliating mitt. Also moisturise the area every day, which will keep the skin supple and help new hairs to grow through normally. You may notice a small amount of re-growth after a week or so. It can take up to 4 treatments for your hair to get on a growth cycle that gives best results.

Hair needs to be at least ½ cm long before it can be successfully removed by waxing; please do not shave between your appointments. To maintain a smooth appearance, we recommend regular waxing every 4-6 weeks.



## ELECTROLYSIS

### Electrolysis Pre-Care

Eliminate as much stress as possible on the day of the appointment.

Avoid sun exposure 48 hours prior to your treatment to avoid dilation of the blood vessels.

Female clients may find that they are more sensitive during or right before their menstrual cycle and may want to avoid making appointments during that time.

Many clients find that taking a pain reliever 30 minutes prior to their appointment makes their treatment more comfortable.

### Electrolysis After-Care

Following your treatment, do not touch or scratch the area treated! Bacteria are on everything and by touching your skin you are transferring bacteria from doorknobs, etc. to the treated area.

This will cause a breakout (whiteheads).

Do not wash or wear make-up over the treated area for 24 hours. Even washing with soap will cause irritation and possible infection. Translucent powder is permissible.

Avoid perfume or alcohol-based products. They will dry out your skin.  
You can wipe the area with witch hazel, if needed.

Avoid excessive sweating if having work done below the neck.  
Sweat can cause bacteria to enter into the open follicles and cause minor infection.  
Exercise before your electrolysis appointment instead of afterward.

Avoid the sun for the next 48 hours to avoid the formation of brown pigment spots.  
Your skin defends against UV rays by producing pigment, which will deflect some of the harmful rays.  
If your skin is injured or traumatized it can over-produce pigment in those areas.  
This can result in hyper-pigmentation. ALWAYS WEAR SUNSCREEN.

Do not swim in a chlorinated pool for the first 48 hours following treatment.

If small scabs appear, do not scratch them away.  
This can cause scarring. Allow them to fall off naturally.  
This is nature's way of healing the follicle that we have treated.

Do not tweeze unwanted hair between treatments; hair can be nipped off with small scissors.

Remember: Some re-growth is to be expected. If you will return when the first re-growth occurs, the roots are shorter and weaker and therefore can be treated more effectively.



## EAR-PIERCING

Aftercare is an essential part of the healing process. If you want your ears to heal without infection or scarring then you need to follow an ear piercing aftercare regimen.

If you are the parent of a child who just had their ears pierced then you need to assist them in the daily care of their piercings.

They will need help cleaning their piercings and ensuring that they are not playing with the earring studs.

1. Always make sure that you clean the newly-pierced part of the ear on a daily basis.

Although you can do this anytime of the day, it is advisable to do the cleaning routine while you are taking a bath. As you lather your hair, try cleaning the pierced ear at the same time.

Cleaning it once a day is already enough to maintain a hygienic ear piercing.

Do not be too obsessed in cleaning it though. Your ear may have a weaker defence against bacteria.

There is also a possibility that it would not be able to heal the wound faster as well.

2. Check if there the ear piercing has hair or the surrounding area have hair as well. Using tweezers, carefully remove the hair without compromising the newly-pierced ear.

The hair can actually be an irritant to the pierce which can cause dirt, bacteria, and oil to reach the puncture.

3. It is inevitable that there will be a so-called crust, which is prevalent among newly-pierced ears.

4. Use a saline solution or create a mixture of salt and water when cleaning the ear.

5. As much as possible, prevent yourself from touching the ear piercing especially when you just had it. Remember that the ear is also made out of tissues.

Give it some time to heal and recover from the piercing trauma.

6. Since you can't change the ear piercing jewellery during the first 6 weeks, you must rotate the earring gently. This would prevent you from having crusts building up at the ear.

7. For optimum healing, only use a good quality metal earring for first 6 months

8. Any problems return to the salon

## SPRAY TANNING PRECARE & AFTERCARE ADVICE

### Pre-care

Exfoliate prior to treatment, if possible day before.

Moisturise the day before treatment, not on the day, as this can cause a barrier.

Allow all previous sunless tans to fade for approx 7 days prior to next treatment.

Shave/wax at least 24 hours prior to treatment.

Remove all deodorants/perfumes/make-up before treatment as these can affect result.

Wear loose, dark fitting clothing. If possible wear flips flops, no boots, tights, trainers, thick socks.

Tan can sometimes stain underwear- wear old or use our disposables.



Eyelash/eyebrow tinting must be done at least 48 hours prior and post treatment (as tan can react with peroxide)

Aftercare  
Leave the tan develop for 8-24hrs

As the tan develops we recommend that clients

DO NOT:

Sit on light fabric/leather for up to 3 hours following having a spray tan

Have contact with water for the duration of the development time

Put on tight clothing

Shave for at least 12 hours following having a spray tan

Exercise or swim until the day after spray tan

Use exfoliator for 3 days after the tan has been applied

In order to maximise the duration of your tan

DO:

Apply moisturiser morning and evening after your post tan shower

Pat skin dry after showering instead of rubbing dry

Take care when exercising, as heavy sweating may cause your tan to fade unevenly and prematurely

Avoid long, hot showers/baths as well as visiting swimming pools and Jacuzzis for long periods of time

Avoid waxing, preferably until tan has disappeared

Remember that the spray tan does not have any SPF factor so you shall still need to apply sun protection as usual.  
We advise oil free sun cream

BODY MASSAGE/HOTSTONE/AROMATHERAPY/BODY WRAPS

Holistic therapy treatments are a very powerful way of detoxifying the body, boosting the immune system and stimulating the body's energetic systems.

By following our massage aftercare advice you'll gain maximum benefit from the treatments.



1) Increase the amount of water you drink for the few days after the treatment.  
Aim to drink about 2 litres of water if possible.

2) Reduce your caffeine intake (coffee, tea)

3) Avoid alcohol for 24 hours & heavy meals

4) Try to cut down on smoking

5) Make time to rest and relax

Occasionally, you may experience 'cleansing' reactions after a treatment as the body starts to go through a self-healing process. This is very normal and it is a positive sign that your body has responded to the treatment and that it is starting to balance itself.

Typical reactions include...

Frequent visits to the toilet, Runny nose and/or cough, Slight rash or spots as the skin rebalances  
Conditions that have been suppressed may flare up temporarily before they heal  
Deep sleep or difficulty sleeping and vivid dreams, Slight headache

These reactions are only temporary and they should clear within 24-48 hours.

Body Wraps - in addition to the above

Avoid tea, coffee, alcohol or fizzy drinks for 48 hours following a wrap

Avoid bathing or showering until the following day (additional tightening and inch loss occurs for up to 12 hours)

Support your body wrap with a healthy diet and regular exercise

#### FACIALS

- Do not undertake any other facial skincare treatments within 48 hours
- Do not apply perfume or perfumed products to treated area within 24hrs
- Stay away from direct sunlight/sunbeds and heat e.g. saunas for 24 hours
- Do not apply any other exfoliating skincare products for 72 hours
- Keep make-up and other skincare products to a minimum for 8-24 hours



- For long term results use the prescribed products for home care and book in for treatments monthly.  
Always use an SPF

### Eyelash / Brow Tint/ Eyelash Perm/Eyelash Extensions

#### Precare

- A patch test will be necessary 24 hours before these treatments

#### After care

- Avoid rubbing the eyes
  - Avoid heat treatments for 24 hours
  - Avoid sunbathing for 24 hours, as this fades the tint
  - Avoid putting your contact lenses back in for the rest of the day
  - some tint residues may remain and become apparent when you wash your face
- Do not apply make-up or receive any other eye treatments for at least 8 hours after your treatment.

### Manicures, Pedicures & Nail Extensions

#### After care

- Leave adequate time after your treatment to allow your nails to dry before leaving the salon
  - For pedicures wear open toe shoes if possible
- To prolong the life of your varnish wear gloves to perform any household or work related chores
  - Use pads of your fingers instead of your nails
  - Apply hand cream regularly
  - Massage cuticles with oil recommended by your therapist
  - Use non-acetone varnish remover
  - Salon infill's are required every 2 - 3 weeks
- Do not remove extensions yourself, you should return to the therapist for removal



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## Microdermabrasion Aftercare

### Microdermabrasion – Aftercare Advice

SPF 20 MUST BE WORN DAILY FOR ONE MONTH AFTERWARDS.

MICRODERMABRASION REMOVES TOP PROTECTIVE LAYER OF SKIN CELLS, SO EXTRA PROTECTION IS NECESSARY FOR ONE MONTH POST.

DO NOT USE EXFOLIATION PRODUCTS I.E. AHA'S, GLYCOLIC & RETIN A PRODUCTS FOR 12 HOURS POST PEEL

NO EXPOSURE TO SUNBEDS FOR ONE MONTH POST TREATMENT

NO HEAT TREATMENTS PERMITTED FOR 48HRS AFTERWARDS

I.E. SAUNA, STEAM ROOM, HOT SHOWERS, FACIAL WAXING

NO MAKE UP APPLICATION PERMITTED FOR 48HRS AFTERWARDS, WITH THE EXCEPTION OF A MINERAL MAKE UP WHICH CAN BE APPLIED IMMEDIATELY AFTER.

NO SHAVING THE FACE FOR 48 HOURS AFTER

NO PERFUMES/AFTERSHAVES FOR 48HRS AFTER

SKIN MAY BE RED FOR A SHORT WHILE AFTERWARDS.

ANY IMPURITIES UNDER THE SKIN WILL COME TO THE SURFACE WITHIN A SHORT TIME AFTER THE TREATMENT, SO A BREAKOUT IS A GOOD SIGN OF THE SKIN CLEARING IMPURITIES FROM WITHIN.

IN THE RARE EVENT THAT YOU INCUR SCRATCHES ON YOUR SKIN, POST MICRODERMABRASION, APPLY ALOE VERA TO SOOTH THE SKIN. THE SCRATCHES WILL TAKE ABOUT ONE WEEK TO HEAL.

BLOCKED PORES/BLACKHEADS: FOR CLIENTS WITH BLOCKED PORES, A COURSE OF 6 MICRODERMABRASION TREATMENTS ARE RECOMMENDED FORTNIGHTLY. GLYCOLIC PRODUCTS SHOULD BE USED AT HOME NIGHTLY TO KEEP PORES CLEAN & TO MAINTAIN THE RESULTS OF THE PEEL

PIGMENTATION: FOR CLIENTS WITH PIGMENTATION,

USE OF A DAILY LIGHTENING PRODUCTS IS RECOMMENDED, I.E. PHYTOCEUTICALS PHYTP PLUS GEL. OR PHYTO GEL.

ANTI AGE: THOSE CLIENTS HAVING THE PEEL FOR ANTI AGE PURPOSES, DAILY APPLICATION OF A PURE VITAMIN C SERUM, I.E.PHYTOCEUTICALS, IS NECESSARY FOR COLLAGEN GROWTH. IS CLINICAL ACTIVE SERUM USED NIGHTLY IMPROVES & MAINTAINS RESULTS.

## Contra Indications

Symptoms or conditions that would deem you unsuitable for treatment in the interest of your personal health, safety & well-being.

## Facials

•Hypersensitive skins e.g. sunburn

Extremely vascular skins

Acute inflammation or swelling in the face

Infectious skin condition

Asthma or severe sinus disorder – asthma pump would need to be present

Insulin dependent Diabetic – must have a letter from a GP

Cancer – must have a letter from a GP

Injectable's, acidic peels, operations or surgery – need therapists approval

Medication & allergies must be disclosed



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## Waxing

- Insulin dependent Diabetic – must have a letter from a GP
  - Skin disorders
  - Severe bruising
  - Loss of tactile skin sensation
  - Circulatory problems such as, varicose veins
  - Medication & allergies must be disclosed
- Broken skin or other impediments in immediate treatment area e.g. cuts, sores, warts, moles, swellings, lumps and bumps should be fully disclosed to therapist

## Massage, Wraps, Back Therapy Treatment, Massage & Facial Combinations

- Pregnancy during first 14 weeks and last 4 weeks
- Insulin dependent Diabetic – must have a letter from a GP
  - Cancer – must have a letter from a GP
  - Asthma – asthma pump would need to be present
  - Epilepsy - must have a letter from a GP
  - Medication must be disclosed
- High & Low Blood Pressure - must have a letter from a GP
  - Heart Conditions - must have a letter from a GP
- Phlebitis or Thrombosis - must have a letter from a GP
  - Allergies must be disclosed

## Manicures, Pedicures & Nail Extensions

- Nail infection
- Skin disorders or infections affecting the hands or feet
  - Broken sore skin in treatment area
  - Nail separation





- Bruising or broken bones

- Recent scar tissue
- Extremely weak nails
- Extremely badly bitten nails
- Eyelash & Brow Treatments

- Even if you have had this treatment before you must book in for a complimentary patch test at least 24 hours before your expected treatment date.

- Eye infection
- Swelling or bruising in or around the eye area
- Scar tissue
- Excessively dry/flaky skin or cuts around the eye

- Electrical Facial
- & Body Treatments; Gyrotory Massager, Microdermabrasion, Non-Surgical Lifting Treatments

- Extremely nervous clients
- Pregnancy at any stage
- Severe circulatory disorders – must have a letter from a GP
- Heart disease/disorder – must have a letter from a GP
- Asthma – asthma pump would need to be present
- Epilepsy - must have a letter from a GP
- Insulin dependent Diabetic – must have a letter from a GP
- Cancer – must have a letter from a GP
- Dysfunction of the nervous system - must have a letter from a GP
- Skin disorders - must have a letter from a GP
- Severe bruising
- Recent haemorrhage - must have a letter from a GP
- Loss of tactile skin sensation - must have a letter from a GP
- Recent operations, scarring - must have a letter from a GP
- Migraines/headaches - must have a letter from a GP
- Metal plates, pins, coil, pace maker, piercing etc
- Recent illness – fever
- Varicose Veins
- History of thrombosis/embolism
- Medication must be disclosed
- Broken skin or other impediments in immediate treatment area e.g. cuts, sores, warts, moles, swellings, lumps and bumps
- Recent facial inject able, acidic peels, operations or surgery – need therapists approval



## Utopia Customer Complaints Policy

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business so we aim for the highest standards in everything we do.

Complaints are rare but we take them seriously, so we have a complaints policy and process we follow to make sure things are put right where needed and we learn from your feedback.

### What to do if you have a complaint

Tell someone you're not happy with the service you've received, either while you are in the salon or within 4 days where possible after leaving the salon. Calmly and clearly explain the problem.

We will listen to your feedback and ask questions as necessary to understand why you are making a complaint. We aim to resolve all complaints within 6 weeks.

If you have already left the salon, do not have the service re-done at another salon as we have the right to see exactly what the service or treatment you received from us looks like.

We will arrange a suitable time for you to come back into our salon and discuss your complaint in private.

Where we think your complaint is reasonable, we will redo the part or all of the service or treatment again as soon as possible, free of charge. The work will be done by a different stylist/therapist, if you prefer.

If we can not fix the problem, we may offer a partial or full refund, depending on how reasonable we consider your complaint to be.

If, after following our complaints policy, we still do not agree on how to resolve the complaint to your satisfaction, as required by the Consumer Rights Act 2015 we may refer you to a certified dispute resolution provider, an independent third party who listens to both sides and helps us both work towards a fair and reasonable compromise which, if agreed, becomes legally binding. This is a cheaper alternative for all than taking legal action.

### Our right to refuse service

Occasionally we may be put in a position whereby; we have to refuse service to a customer.

The management reserve the right to refuse service to anyone especially if they are:

aggressive, abusive, disruptive or threatening to a member of staff or guest  
creating a safety issue or health hazard inside our salon  
not suitable for a particular service  
under the influence of drugs or alcohol

Utopia Hair & Beauty Salon will never discriminate against anyone on the grounds of a person's race, religion, sex, sexual orientation or other protected characteristics.