



# Terms of Service

Terms for using the Vee's Nail Studio website, booking website, account features, and appointment services.

Effective date: May 27, 2026

These Terms of Service ("Terms") govern your use of the Vee's Nail Studio website, booking website, account features, online booking tools, appointment-related communications, and related services. By using the website, creating an account, submitting a booking request, confirming a deposit, or attending an appointment, you agree to these Terms and any booking policies presented to you during the booking process.

These Terms are intended to be practical and clear. They are not a substitute for legal advice. If Vee's Nail Studio's operations change, these Terms should be reviewed and updated.

## 1. About Vee's Nail Studio

Vee's Nail Studio provides nail services and related booking features. The website and booking system are used to display pricing, policies, availability, booking requests, deposit instructions, appointment status, and account history.

## 2. Account Registration

- You may need an account to book appointments or view booking history.
- You agree to provide accurate, current, and complete information.
- You are responsible for keeping your login credentials secure.
- We may suspend or restrict account access if we believe the account is being misused or used in a way that affects bookings, security, or other clients.

## 3. Booking Process

The booking system may show available appointment slots, service options, design tiers, removals, estimated pricing, booking policies, deposit instructions, and appointment status. A booking is not confirmed until it is approved by Vee's Nail Studio.

- A selected slot may be held temporarily, usually for 20 minutes, while you complete the booking process.
- If the booking is not completed within the hold period, the slot may be released.
- After you mark a deposit as sent, the appointment may show as requested until the deposit is reviewed.
- Vee's Nail Studio may approve, reject, cancel, reschedule, or request clarification for bookings where necessary.



## 4. Deposits

A non-refundable deposit of CAD \$15 is required to secure an appointment unless otherwise stated. The deposit is applied toward your final total. A booking is not confirmed until the deposit is received and approved by Vee's Nail Studio.

If a client marks a deposit as sent but Vee's Nail Studio does not receive it, the booking may be rejected and the slot may be released. If the studio cancels or rejects a booking after receiving a deposit, the studio may decide whether the deposit is refunded, carried as account credit, or handled another way, depending on the circumstances and applicable policies.

## 5. Pricing, Estimates, and Adjustments

Prices displayed online are intended to help clients choose the correct service, length, design tier, and add-ons. Final pricing may vary based on design complexity, nail condition, removals, added services, repairs, changes requested during the appointment, or services actually performed.

If your requested service changes during the appointment, the admin/artist may update your booking line items and total before final payment. Examples include changing from Tier 2 to Tier 3 after reviewing design inspiration, adding a removal, switching service type, or adding repairs.

A 3% online booking/service fee may apply to bookings made through the online booking system. Depending on the final setup, this fee may be added on top of the booking total or included in the displayed booking amount.

## 6. Payment

Accepted payment methods may include cash and e-transfer, with cash preferred where stated by the studio. Final payment must be completed before the client leaves the appointment unless the studio agrees otherwise. The admin may mark the service as paid after receiving payment.

## 7. Cancellations, Rescheduling, and No-Shows

- You may request cancellation or rescheduling through the booking system or approved contact method.
- Cancellation or rescheduling with less than 24 hours notice may result in forfeiture of the deposit and may require a new deposit to book again.
- If you reschedule at least 24 hours in advance, your deposit may be transferred to the new appointment, subject to studio approval.
- Clients who fail to attend without prior notice may be marked as no-show, forfeit the deposit, and may be refused future bookings.
- Admin decisions on refunds, account credits, or forfeited deposits may depend on the timing, reason, and circumstances of the cancellation.

## 8. Late Arrivals

Vee's Nail Studio provides a 15-minute grace period. If you are late, your design may be simplified so the appointment can finish on time. If you are 20 or more minutes late without notice, your appointment may be cancelled and the deposit may be forfeited.

## 9. Service Time and Quality



Nail sets may take approximately 2.5 to 4 hours to complete. Clients should plan their day accordingly and should not rush the artist, as Vee's Nail Studio focuses on quality and retention.

## 10. Removals and Refills

Vee's Nail Studio does not work on top of existing enhancements from another salon or artist. Removals are only performed for nails originally done by Vee's Nail Studio unless otherwise agreed. Refills are only available for structured manicures and not for Gel-X services unless the studio states otherwise.

## 11. Health, Allergies, and Studio Environment

You are responsible for informing Vee's Nail Studio before booking if you have allergies, sensitivities, medical concerns, injuries, skin or nail conditions, or other issues that may affect the service. Vee's Nail Studio may refuse, modify, or stop a service if it believes doing so is necessary for safety, hygiene, or service quality.

Doupi, the studio dog, may be present during appointments. If you have allergies, a fear of dogs, or would prefer a dog-free visit, please contact the studio before booking so the studio can discuss whether accommodation is possible.

## 12. Guests and Preparation

If you plan to bring a guest, please notify the studio in advance. Only one guest is allowed per appointment unless approved. Guests may be required to wait outside or in a lobby area. Clients should arrive with clean, bare nails unless a soak-off/removal service has been booked.

## 13. Nail Repairs and Refunds

Free repairs may be offered within one week for small issues such as fallen charms, at the studio's discretion. Breaks, lifting, or damage after one week may require a repair fee. Vee's Nail Studio does not offer refunds for completed services except where required by law or expressly agreed by the studio.

## 14. Design Inspiration and Third-Party Messaging

Clients may be asked to send design inspiration through Instagram or another approved contact method. Third-party platforms are not controlled by Vee's Nail Studio and may have their own terms, privacy policies, and data practices. Sending design inspiration does not guarantee that an exact design can be recreated.

## 15. Acceptable Use

You agree not to misuse the website, booking system, account features, payment confirmations, or communication tools. This includes submitting false payment confirmations, interfering with availability, attempting unauthorized access, harassing staff, or using the system for unlawful or abusive purposes.

## 16. Website Availability

The website and booking system may not always be available. Features may be changed, paused, updated, or discontinued. We do not guarantee uninterrupted or error-free operation, though we aim to keep the booking system reliable and secure.

## 17. Limitation of Liability



To the maximum extent permitted by law, Vee's Nail Studio is not liable for indirect, incidental, special, consequential, or punitive damages arising from use of the website, booking system, appointment scheduling, third-party services, or communications. Nothing in these Terms limits rights that cannot be limited under applicable law.

## 18. Privacy

Use of the website and booking system is also governed by the Vee's Nail Studio Privacy Policy. The Privacy Policy explains how personal information is collected, used, protected, and shared.

## 19. Changes to These Terms

We may update these Terms from time to time. The updated version will be posted on the website with a new effective date. Continued use of the website or booking system after changes are posted means you accept the updated Terms, where permitted by law.

## 20. Governing Law

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable in Ontario, without regard to conflict of law rules. Any dispute will be handled in Ontario unless applicable law requires otherwise.

## 21. Contact

For questions about these Terms, contact Vee's Nail Studio through the contact method listed on <https://veenailstudio.ca> or by email at [admin@motchi.ca](mailto:admin@motchi.ca). Booking changes, cancellation requests, and design inspiration should be sent through the booking system or the contact method identified in your booking emails.