
KAMERYN'S KREATIONS LLC

CLIENT WELCOME & SERVICES AGREEMENT Version 1.0

Welcome

Welcome to Kameryn's Kreations LLC!

Thank you for choosing us for your self-care, beauty, handcrafted products, and educational experiences. Our mission is to create an environment where every client feels welcomed, valued, and cared for while receiving high-quality services and products made with passion and integrity.

Whether you are visiting for a facial, lash appointment, natural hair service, pamper party, DIY workshop, or purchasing handcrafted products, our goal is to provide a relaxing and enjoyable experience while maintaining the highest standards of professionalism, cleanliness, and customer service.

This Client Welcome & Services Agreement explains the policies, expectations, and responsibilities that help us provide consistent, safe, and exceptional service to every client. By booking an appointment, purchasing a product, attending an event, or participating in any service offered by Kameryn's Kreations LLC, you acknowledge that you have read, understood, and agree to the terms contained in this Agreement.

We appreciate the opportunity to serve you and look forward to being a part of your self-care journey.

With gratitude,

Kameryn Shamblee-Saunders
Owner & Founder
Kameryn's Kreations LLC

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– Company Information

Business Name:

Kameryn's Kreations LLC

Owner:

Kameryn Shamblee-Saunders

Email:

Kreations.Kameryn@gmail.com

Website:

(Insert Website)

Phone:

(Insert Business Phone)

Business Hours:

By Appointment Only unless otherwise posted.

– Our Mission

At Kameryn's Kreations LLC, our mission is to encourage confidence, creativity, education, and wellness through handcrafted products, personalized beauty services, and engaging educational experiences.

We believe that self-care is not a luxury—it is an investment in physical, emotional, and mental well-being.

We strive to:

- Provide exceptional customer service.
- Offer quality handcrafted products made with carefully selected ingredients.
- Maintain a clean and safe environment.
- Promote healthy skincare and beauty practices.
- Encourage creativity through DIY workshops.
- Build lasting relationships with our clients and community.
- Operate our business with honesty, professionalism, and integrity.

– Scope of Services

Kameryn's Kreations LLC offers a variety of professional beauty, wellness, educational, and handcrafted services. Available services may change over time as our business grows.

Services may include, but are not limited to:

BEAUTY SERVICES

- Customized facials
- Skin consultations
- Natural hair consultations
- Protective styling
- Lash services
- Scalp care
- Hair treatments

HANDMADE PRODUCTS

- Body butter
- Lip balm
- Sugar scrubs
- Body oils
- Candles
- Wax melts
- Soaps
- Room sprays
- Jewelry
- Resin creations
- Customized gifts
- Seasonal collections

EDUCATIONAL SERVICES

- DIY candle workshops
- DIY body butter classes
- DIY bath product classes
- Children's craft classes
- Teacher appreciation workshops
- School partnerships
- Community events

EVENT SERVICES

- Pamper parties
- Birthday parties
- Vendor markets
- Wellness events
- Bridal events
- Corporate wellness experiences

The Company reserves the right to modify, discontinue, or introduce services at any time without prior notice.

– Client Responsibilities

Clients agree to:

- Provide accurate contact information.
- Arrive on time.
- Disclose allergies and medical conditions before receiving services.
- Inform the Company of any medications that may affect skincare treatments.
- Follow all aftercare instructions.
- Treat staff, volunteers, and other guests with courtesy and respect.
- Supervise children attending events unless otherwise specified.
- Refrain from disruptive, abusive, or inappropriate behavior.

Failure to comply with these responsibilities may result in refusal or termination of services without refunds where permitted by law.

– Booking & Scheduling

Appointments may be scheduled online, by phone, by email, or through approved social media platforms.

Appointments are not confirmed until:

- the required deposit (if applicable) has been received, and
- the client has received confirmation.

Appointment times are reserved exclusively for each client. Clients are encouraged to arrive 5–10 minutes before their scheduled appointment.

Certain specialty services, workshops, parties, and custom orders may require additional consultation before confirmation.

Kameryn's Kreations LLC reserves the right to decline bookings that cannot reasonably be accommodated or that present safety concerns.

– Deposits

Certain appointments, custom orders, workshops, parties, and event bookings require a non-refundable deposit to reserve the requested date and time.

Deposits:

- are applied toward the total balance due,
- secure your appointment or event,
- are non-transferable except where expressly permitted by Company policy, and
- may be forfeited if the client fails to comply with the cancellation or no-show policies.

The required deposit amount will be communicated before booking confirmation.

– Payment Policy

At Kameryn's Kreations LLC, we strive to make the payment process clear, simple, and secure.

Accepted Forms of Payment

We currently accept the following payment methods:

- Cash
- Credit Cards
- Debit Cards
- Apple Pay
- Google Pay
- Cash App
- Venmo
- PayPal
- Other approved electronic payment methods

The payment methods accepted may change at any time.

Payment Due

Payment is due at the time services are rendered unless otherwise agreed in writing.

For workshops, parties, memberships, custom orders, and event services, payment deadlines will be communicated during the booking process.

Invoices not paid by the due date may be subject to cancellation.

Returned Payments

Clients are responsible for any fees associated with returned payments, declined cards, chargebacks, or insufficient funds.

Kameryn's Kreations LLC reserves the right to refuse future bookings from clients with repeated payment issues.

– Pricing

Prices are subject to change without prior notice.

Quotes provided for custom products, parties, or events are valid for thirty (30) calendar days unless otherwise stated.

Taxes, shipping charges, travel fees, rush fees, and specialty materials are not included unless specifically listed on the invoice.

– Appointment Policy

Appointment times are reserved specifically for each client.

Please arrive 5–10 minutes early for your scheduled appointment.

Late Arrivals

Clients arriving more than 15 minutes late may:

- Receive a shortened service.
- Be required to reschedule.
- Be charged the full appointment fee.

The decision will depend upon the remaining appointment schedule.

Early Arrivals

Early arrivals are appreciated but cannot always be accommodated immediately.

– Cancellation & Rescheduling Policy

We understand that emergencies happen.

If you need to cancel or reschedule your appointment, please notify us at least 48 hours before your scheduled appointment.

More Than 48 Hours Notice

Clients may reschedule without penalty.

Deposits may be transferred one time to a future appointment within sixty (60) days.

Less Than 48 Hours Notice

Deposits are forfeited.

A new deposit may be required before another appointment can be scheduled.

Same-Day Cancellation

Same-day cancellations are treated as late cancellations.

– No-Show Policy

A no-show occurs when:

- A client fails to attend a scheduled appointment.
- A client arrives so late that the appointment cannot reasonably be completed.
- A client leaves without notifying the Company.

Clients who fail to appear for an appointment without notice will:

- Forfeit any deposit paid.
- Be responsible for any balance permitted by law and agreed to at booking.
- Be required to pay a deposit before booking future appointments.

Repeated no-shows may result in permanent refusal of future services.

– Refund Policy

Because many services involve customized products, personalized labor, or perishable ingredients, Kameryn's Kreations LLC maintains the following refund policy.

Beauty Services

All completed beauty services are final.

Refunds will not be issued because:

- the desired results differ from expectations,
- the client changes their mind after the service,
- the client fails to follow aftercare instructions.

If a concern exists, clients must notify the Company within 48 hours so that reasonable corrective measures may be discussed.

Handmade Products

Due to hygiene and safety concerns, opened skincare and body care products cannot be returned.

Unopened products may be eligible for exchange if:

- damaged during shipping,
- defective upon arrival,
- incorrect item received.

Notification must be made within seven (7) days of delivery.

Custom Orders

Custom-made products, personalized gifts, customized apparel, and made-to-order items are non-refundable once production has begun.

– Service Refusal

Kameryn's Kreations LLC reserves the right to refuse or discontinue any service if:

- a client behaves aggressively,
- inappropriate language is used,
- harassment occurs,
- health concerns make the service unsafe,
- requested services exceed the Company's training or capabilities,
- fraudulent payment is suspected.

If service is terminated because of client misconduct, refunds will not be issued.

– Health & Safety Standards

The safety of our clients is our highest priority.

We maintain professional sanitation practices by:

- disinfecting tools between clients,
- using clean linens and disposable supplies when appropriate,
- maintaining a clean workspace,
- following manufacturer recommendations for products,
- properly storing ingredients,
- disposing of single-use items after each client.

Clients agree to immediately notify the Company if they experience any adverse reaction following a service or product purchase.

– Facial Services Agreement

By receiving facial services, the Client acknowledges and agrees to the following:

Consultation

Clients agree to provide accurate information regarding:

- allergies,
- medications,
- pregnancy,
- recent cosmetic procedures,
- recent sun exposure,
- skin sensitivities,
- active infections,
- open wounds,
- use of prescription skincare products such as Retin-A, tretinoin, adapalene, tazarotene, or isotretinoin (Accutane).

Failure to disclose this information may increase the risk of irritation or injury.

Expectations

Facials are intended to promote healthy skin and relaxation.

Results vary depending on factors including:

- skin type,
- lifestyle,
- hydration,
- medical history,
- home skincare routine,
- consistency of treatments.

No specific results are guaranteed.

Contraindications

Facials may be postponed or declined if the client has:

- contagious skin conditions,
- fever,
- severe sunburn,
- open wounds,
- active cold sores in the treatment area,
- recent chemical peel,
- recent laser treatment,
- other conditions that make treatment unsafe.

AFTERCARE

Clients agree to:

- avoid excessive sun exposure for 24–48 hours,
- wear sunscreen daily,
- avoid harsh exfoliants unless instructed,
- follow home-care recommendations,
- contact the Company if unusual irritation develops.

– Hair Services Agreement

Hair consultations are designed to evaluate the condition of the client's hair and scalp, discuss hair goals, and recommend appropriate services and products.

For styling appointments that require clean hair, clients must arrive with hair prepared according to the instructions provided during booking.

For consultation-based services, clients should not wash their hair within 24 hours before the appointment, allowing the scalp and hair to be evaluated accurately.

Clients agree to disclose any scalp conditions, allergies, chemical treatments, or sensitivities that could affect the service.

Kameryn's Kreations LLC does not guarantee specific hair growth, texture changes, or treatment outcomes, as results vary based on individual health, maintenance, and consistency with recommended care.

– Lash Services Agreement

By scheduling and receiving lash services from Kameryn's Kreations LLC, the Client acknowledges and agrees to the following terms.

CONSULTATION

Before any lash service is performed, Clients agree to disclose:

- Eye allergies or sensitivities
- Recent eye surgeries
- Contact lens use
- Current eye infections
- Pregnancy (if applicable)
- Previous reactions to adhesives or lash products
- Current medications that may affect the skin or eyes

Failure to disclose relevant information may increase the risk of irritation or complications.

EXPECTATIONS

Lash services are cosmetic enhancements. Individual results vary depending on:

- Natural lash health
- Lifestyle
- Proper maintenance
- Home care
- Sleeping habits
- Oil production
- Makeup use

No guarantee is made regarding the longevity or appearance of lash services.

Lash Care Instructions

To help maintain the quality of your lashes, Clients agree to:

- Avoid getting lashes wet for the first 24 hours (or as instructed based on the adhesive used). Including, but not limited to, hot steam, saunas, or any other source of heat.
- Avoid oil-based cleansers and makeup removers around the eyes.
- Avoid using mascara or waterproof eyeliner.
- Avoid open flames or hot sources for the duration of keeping lashes, such as pit fires, bonfires, opening the oven or pot towards your face; this will cause singeing of the lashes.

- Avoid lying on your face.
- Avoid oil-based products.
- Avoid rubbing or pulling on lash extensions.
- Clean lashes regularly using products recommended by Kameryn's Kreations LLC.
- Schedule fills according to the recommended every two-week maintenance schedule.

Damage caused by improper aftercare is the responsibility of the Client.

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– Handmade Product Policy

Kameryn's Kreations LLC proudly creates handcrafted products using carefully selected ingredients. Because our products are handmade, each item may vary slightly in appearance, scent, texture, and color.

These natural variations do not affect product quality.

Ingredient Awareness

Complete ingredient lists are available upon request.

Clients are responsible for reviewing ingredients before purchasing or using products.

Patch Testing

We strongly recommend performing a patch test before using any skincare or body care product.

Apply a small amount to a discreet area of skin and wait 24 hours before full use.

Discontinue use immediately if irritation occurs.

Product Storage

Clients should store products according to the provided instructions.

Exposure to excessive heat, moisture, or direct sunlight may alter product consistency or shorten shelf life.

Kameryn's Kreations LLC is not responsible for product damage resulting from improper storage or misuse.

Product Disclaimer

Our products are intended for cosmetic use only.

Statements regarding our products have not been evaluated by the U.S. Food and Drug Administration (FDA), and our products are not intended to diagnose, treat, cure, or prevent any disease.

– DIY Workshops & Educational Events

Kameryn's Kreations LLC offers educational workshops designed to teach participants how to create handmade products and explore self-care practices in a fun, safe environment.

Participants acknowledge that workshops involve the use of tools, equipment, fragrance oils, waxes, butters, and other materials.

Participant Responsibilities

Participants agree to:

- Follow all verbal and written safety instructions.
- Use equipment responsibly.
- Notify the instructor of any allergies or sensitivities before the workshop begins.
- Supervise children unless the workshop is designated as a child-only event.

Cancellations

Workshop registration fees are non-refundable.

If a participant is unable to attend, registration may be transferred to another person with prior approval or applied to a future workshop if permitted by the Company.

If Kameryn's Kreations LLC cancels a workshop, participants may choose to receive a refund or transfer their registration to a future event.

– Pamper Parties & Private Events

Pamper parties, private events, birthday celebrations, and group experiences require advance booking and may require a signed event agreement.

A non-refundable deposit is required to reserve the event date.

Final guest counts and remaining balances are due by the deadline stated in the event invoice.

Clients are responsible for ensuring that the event location provides a safe and suitable environment for services.

Kameryn's Kreations LLC reserves the right to discontinue services if conditions are unsafe or if participants engage in inappropriate behavior.

– Custom Orders

Custom-made products are created specifically for each client.

Once production has begun:

- Orders cannot be canceled.
- Changes may not be possible.
- Personalized items are non-refundable.

Clients are responsible for carefully reviewing proofs, spelling, colors, names, sizes, and design selections before approving production.

Kameryn's Kreations LLC is not responsible for errors approved by the Client.

– Shipping & Local Pickup

Shipping dates are estimates and are not guaranteed.

Kameryn's Kreations LLC is not responsible for delays caused by shipping carriers, weather, or circumstances beyond our control.

Clients selecting local pickup will receive pickup instructions after their order is complete.

Orders not collected within thirty (30) days may be considered abandoned unless prior arrangements have been made.

– Membership Program

Members agree to the terms of the selected membership plan.

Unless otherwise stated:

- Membership fees are billed automatically.
- Benefits apply only while membership remains active.

- Memberships are non-transferable.
- Missed benefits do not roll over unless specifically stated in the membership agreement.

Kameryn's Kreations LLC reserves the right to modify membership benefits with reasonable notice.

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– Gift Certificates

Gift certificates:

- Are redeemable only for products and services offered by Kameryn's Kreations LLC.
- Are not redeemable for cash except where required by law.
- Are non-refundable.
- Must be presented at the time of redemption.

Kameryn's Kreations LLC is not responsible for lost or stolen gift certificates unless otherwise required by law.

– Photography & Media Release

From time to time, Kameryn's Kreations LLC may photograph or record services, workshops, events, or completed work for promotional purposes.

By participating, Clients grant permission for photographs or videos that do not reveal confidential personal information to be used on the Company's website, social media pages, printed marketing materials, and other promotional content.

Clients who do not wish to appear in photographs or videos must notify Kameryn's Kreations LLC in writing before services begin.

– Intellectual Property

All materials created by Kameryn's Kreations LLC remain the exclusive property of the Company.

This includes, but is not limited to:

- Product formulas
- Recipes
- Workshop materials
- Educational guides
- Printed handouts
- Logos
- Branding
- Website content
- Product labels
- Photographs
- Videos
- Business forms
- Digital downloads
- Marketing materials
- Course content

Clients may not copy, reproduce, distribute, modify, teach, publish, or sell any proprietary materials without prior written permission from Kameryn's Kreations LLC.

Purchasing a product or attending a workshop does not transfer ownership of any intellectual property.

– Assumption of Risk & Limitation of Liability

Clients understand that beauty services, handcrafted skincare products, and educational workshops involve inherent risks, including the possibility of allergic reactions, skin sensitivity, accidental injury, or dissatisfaction with cosmetic results.

By receiving services or purchasing products, Clients voluntarily assume these risks.

To the fullest extent permitted by Virginia law, Kameryn's Kreations LLC shall not be liable for indirect, incidental, special, or consequential damages arising from the use of products or services, except where liability cannot legally be excluded.

Nothing in this Agreement limits rights that cannot be waived under applicable law.

– Privacy Policy

Kameryn's Kreations LLC respects your privacy.

Client information is collected only for legitimate business purposes, including scheduling appointments, processing payments, maintaining service records, and communicating about products or services.

Personal information will not be sold or shared except:

- With service providers needed to operate the business (such as payment processors or appointment software),
- When required by law, or
- With the client's consent.

Clients are encouraged to keep their contact information current.

– Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of the Commonwealth of Virginia.

Any legal action arising under this Agreement shall be brought in a court of competent jurisdiction located in Virginia unless otherwise required by law.

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

– Client Acknowledgment & Signature

By signing below, I acknowledge that:

- I have read and understand this Client Welcome & Services Agreement.
- I have had the opportunity to ask questions.
- I agree to comply with all policies and procedures of Kameryn's Kreations LLC.
- I understand that failure to follow these policies may result in refusal or termination of services.
- I understand that this Agreement is binding to the extent permitted by applicable law.

Client Information

Client Name: _____

Date of Birth: _____

Phone Number: _____

Email Address: _____

Emergency Contact: _____

Emergency Contact Phone: _____

Acknowledgment

- ☐ I have reviewed the ingredient information for products I intend to purchase.
- ☐ I have disclosed all known allergies, medical conditions, medications, and other relevant information that may affect my services.
- ☐ I consent to receive the services selected.
- ☐ I understand and agree to the cancellation, refund, and no-show policies.
- ☐ I have received or been offered aftercare instructions where applicable.

Photography Release (Optional)

- ☐ I authorize Kameryn's Kreations LLC to use photographs or videos of my completed services for promotional purposes.
- ☐ I do not authorize the use of my photographs or videos.

Signatures

Client Signature: _____

Date: _____

Kameryn's Kreations LLC Representative: _____

Date: _____

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