



Booking & Deposits

A non-refundable R200 deposit is required to secure your slot.

No deposit means no appointment confirmation.

Verbal bookings or WhatsApp chats are not valid without proof of payment.

The remaining balance is payable on the day of your appointment (Cash or EFT).

Rescheduling & Cancellations

Please notify us at least 24 hours in advance if you need to reschedule or cancel.

Late cancellations (less than 24h) or no-shows will result in the deposit being forfeited.

Late Arrivals

15-25 minutes late will incur an R100 late fee.

More than 25 minutes late will result in the appointment being cancelled.

Refunds

We do not offer refunds on services rendered. If a refund is ever granted under special circumstances, an R150 service fee will be deducted.

Aftercare & Fix-Ups

We offer a free fix-up within 3 days of your appointment if you experience significant fallout. Fixes requested after 3 days will be charged as a normal refill.

Preparation for Appointment

Please arrive with absolutely no eye makeup.

Do not curl your lashes before your appointment.

Clean lashes ensure better retention and a smoother application process.

For bookings and enquiries:

WhatsApp: 068 288 0321

Instagram: @dolledbysrara

Email: hello@dolledbysrara.co.za