

Terms and Conditions

Appointments

On the day of your treatment

- Kindly arrive at least 5 minutes prior to your appointment in order avoid your treatment time being shortened due to scheduling of other clients in subsequent appointments.
- Should you be delayed or will arrive late for your appointment, please call your Therapist as we may need to rearrange your booking time to avoid inconveniencing other clients.

In the event you cannot make your appointment

- Please adhere to our 24 hour cancellation policy to allow the Therapist the opportunity to reschedule your appointment to a more suitable time.

Confirmation of your appointment

- A text message will be sent to you on the day prior to your appointment to confirm your session time.
- Kindly reply YES or NO in order that our system can register your acknowledgement of your appointment.

Gift vouchers

- Bay Laser Gift Vouchers are not redeemable for cash and are non transferable.
- All Bay Laser Gift Vouchers are valid for 6 months from

date of purchase and cannot be extended thereafter.

- Bay Laser Gift Vouchers are non-replaceable, if lost

We reserve the right to change our prices without further notice.

Things to know about Laser Hair removal treatments

- On average, approximately 10-15 treatments are required for females, and one would come in for a treatment every 5- 6 weeks. Males may require additional treatments due to their testosterone levels. This may vary according to each individual.
- You will be able to achieve a 70%-90% permanent hair reduction.
- If you miss a treatment (i.e. going over your 6 week period) you would need to add an extra treatment on at the end of your treatment period.
- Laser does not work on grey, blonde or red hair as there is no pigment in the follicle and the Alexandrite laser we use, targets the pigment in the hair.
- Hair growth such as facial, areola and abdominal hair in females may not have as successful results as other areas of the body, as these areas of hair growth can be influenced by hormones and maintenance treatments may be required post your initial treatment period.
- It may take up to 2 weeks for your hair to start falling out after each treatment.
- During the treatment period, there should be no waxing, plucking or any interference with the root of the hair follicle.

- You MAY shave or use a hair removal cream.
- When having laser treatments, one should not expose oneself to the sun, solarium or make use of any fake tanning lotions as this can cause burn marks which are superficial but can last up to 6 months.
- Olive skin tones and Asian skin can be prone to hyper-pigmentation but we can do a test patch before the treatment.
- After a treatment, the skin around the area that was treated can go red and form bumps. This is normal and will disappear within a couple of days.
- Should any redness occur, avoid scented lotions/soaps, hot water and sun exposure on the affected area.
- If you have experienced symptoms of herpes simplex, please advise your Therapist prior to treatment as the heat of the laser may bring the condition on.
- If you commence any new medications during the treatment period, it is important that you make the Therapist aware as it can affect your treatments.
- You must wear your protective glasses at all times when you are having a treatment. Your Therapist will provide you with protective glasses.
- If you are finding the treatments slightly more painful than expected, a numbing spray can be purchased at the reception area and should be applied 10 minutes before your treatment.
- Please note that treatments are not guaranteed, due to the individual's skin types, hair growth and cycle.