



amberbudd®

GUEST MANUAL

Welcome!

We understand investing in yourself and trusting a new esthetician or lash artist can be intimidating, so we appreciate you considering our team to take care of you, and don't plan on taking the task lightly!

In this manual, you'll learn a little bit about your experience with us. If you have any questions, you can reach out to us using the contact info on the next page.

Don't be surprised by the fun you'll have with us. We randomly throw "vacations" in our treatment rooms, have dance parties, or wear crowns around - because WHY NOT - and we encourage you to do the same!



amberbudd®

Contact Us



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Suite 143
Burnsville, MN 55337



info@amberbudd.com



www.amberbudd.com



@amberbudd_atelier



www.facebook.com/amberbuddatelier

Meet the Team

AMBER

Specialties: Skin care, Spray Tans and Brow Shaping



@amberbudd



HEIDI

Specialties: Lash Extensions, Spray Tan and Teeth Whitening



@h.r.lashes



MEGAN

Specialties: Brazilian Wax, Lash Lift and Tint



@meganthewaxpert



TAYLOR

Specialties: Skin care - acne specialist, Lash Lift and Tint, Skin Classic



@estheticsbytaylorw



The Booking Process

*The process is
simple, convenient, and fair.*

You can find your online booking link on our [website](#) or by [Clicking HERE](#)

Our books are open to book 90 days ahead at a time online. If you would like to book farther out (which we encourage!) please speak with your service provider at your next appointment.

Currently, Megan and Taylor have fully open online scheduling.

Amber and Heidi have open scheduling for consultations, spray tans and teeth whitening only - all other appointments with Amber and Heidi should be pre-booked or you can email us via the client app or the website and we will return your message within 48 hours, excluding weekends.

If you need further assistance, please reach out.



The Key Spa Policies

While all of the policies are important (and we encourage you to read them when your 72 hour reminder email or text comes to you!) here are some important ones to note:

- ✓ We have a 24-hour cancellation policy to avoid incurring fees.
- ✓ If you're late for your appointment, it's up to your service provider if they can shorten, modify or complete your service safely with the time remaining. If they can't complete your service, you'll still be charged for that time slot, as we reserved that spot for you.
- ✓ We require credit cards to book appointments, and our booking software uses the most up-to-date, secure storage method. We have no access to your card other than to charge it for your appointments or missed appointments.
- ✓ We do not do Brazilian, bikini or french bikini waxing on anyone under the age of 18. No exceptions.
- ✓ If you're under 18, you'll need a parent or guardian with you for every appointment, unless otherwise approved by Amber Peterson.



The Experience

BEFORE THE DOOR

You'll receive an email and/or text the night before your appointment. You'll also be able to let us know then if anything has changed, if we need to adjust anything, or add anything!

YOUR WARM WELCOME

Oh Hi Friend! We will meet you at the door to Suite 143 at your scheduled appointment time. We leave the door locked between appointments because its challenging to hear when we are in our treatment rooms.

THE DIAGNOSIS

We'll have a thorough conversation about your service to make sure we're both confident on how we should proceed. You will feel listened to, excited, and taken care of as we explore solutions and plans to create your perfect treatment/service.





We want you to feel confident in your choice to be here. We want you to feel like you can be yourself. It's common for people to come in, lay down on the table, and start crying, or laughing uncontrollably, or just take a nap.

We are here for it. Be you. We like you.

Information you share with us is just between us unless we think your safety is at risk.

We go above and beyond the state board requirements for cleanliness, and have had a perfect 100 score in every surprise inspection by the Board of Cosmetology.



Our in-house brand Amber Budd Skincare is leaping bunny certified, and every product we use and sell is cruelty free.



Continuously learning keeps our skills sharp, and ensures we can assist you in achieving your goals



Our work is serious - we help people achieve the skin and lashes of their dreams. We help build confidence. But we also believe we can have a lot of fun while we get there.



Community Involvement

One of the core pillars of the Atelier is giving back.

We choose one organization to work with each quarter and donate \$1 of each Amber Budd Skincare product sold that quarter to the organization.

Sometimes we also do things like

- *the official NOT5k walk

- *the bra wall

- *bring us your pet pic

- ...and more

We have chosen to focus on the following four categories:

animal shelters, mental health, literacy, women & child care

If you have an organization dear to your heart that falls into one of those categories, [please feel free to fill out our nomination form located HERE](#)

We encourage you to ask your service provider about our organization of the quarter to learn more.



Education



We intentionally educate you on how to take care of your skin, lashes, teeth, tan(or anything you're here for!) in a way that fits your lifestyle.

This includes product recommendations for home care, how-to instructions, and what and when your next appointment should be!

We'll get you checked out, and send you off to go be the confident bada\$\$ we know you are!

After leaving your first appointment with us, you'll have access to our client app, and we will be available for ongoing support through that portal!



THIS IS JUST THE BEGINNING!

There's so many other exciting things to share with you about your experience with the Atelier team.

If you need any additional support, please feel free to reach out.

We can't wait to see you

Cheers!



Megan, Amber, Heidi, Taylor

