FAQ’S

Q: CAN I STILL WEAR NORMAL MAKE-UP FOLLOWING A LASH TREATMENT?

A: Yes you can. However we recommend using water-based mascara only, and avoiding waterproof eye make-up removers so not to damage the adhesive bond your eyelashes are applied with.

Q: DO LASH TREATMENTS DAMAGE YOUR LASHES?

A: No. All of our Lash technicians are trained to the highest technical standard. So providing your lash treatment is performed correctly, and you follow the aftercare instructions provided by your technician you will not damage your natural eyelashes. This includes returning to the salon for any maintenance and removal procedures where required.

However, some people are unaware that your eye lashes naturally shed every 90 days. So if your natural eyelash falls out, whilst you have lash extensions attached, it may simply be at the end of its cycle and will naturally grow back.

Q: I AM A CONTACT LENS WEARER. CAN L STILL HAVE A TREATMENT?

A: Yes, all treatments are suitable for those who wear contact lenses.

Q: WHAT DO I NEED TO DO BEFORE MY LASH TREATMENT?

A: Prior to booking your first Lash treatment, we recommend visiting your salon to discuss the treatment and look you have in mind to ensure it will have the desired outcome. Your technician will then be able to tailor the treatment to you, or suggest a better alternative.

Q: ARE LASH TREATMENTS PAINFUL?

A: Our treatments are not painful, and most clients actually find them quite relaxing. It’s an opportunity to lie back and close your eyes for up to 90 minutes.

Q: HOW LONG WILL MY LASHES LAST?

A: 3 – 6 weeks, with scheduled infill maintenance appointments

Q: DO I NEED TO GO BACK TO MY SALON TO HAVE MY LASHES REMOVED?

A: Yes. To prevent any long-term damage to your natural eyelashes, we recommend returning to salon to have your lashes professionally removed. At the end of your treatment, your technician will discuss when you should return for removal.

Q: I HAVE LASH EXTENSIONS ATTACHED BUT THEY ARE FALLING OUT WITH MY NATURAL EYELASHES AND IT IS STARTING TO LOOK PATCHY.

A: Your natural eyelashes are probably at the end of their life cycle. The natural eye sheds its lashes every 90 days, and when they do they will take the attached lash extension with them. However the shedding is completely natural, and your lashes will grow back as part of their growth cycle. As a result we do recommend returning to salon for regular maintenance appointments to infill where your natural lashes have shed, and prevent your lashes from looking patchy.

Q: I'VE HAD AN ALLERGIC REACTION. WHAT SHOULD I DO?

A: Signs of an allergic reaction are redness, swelling, itching, burning and pain in the eye. If you think you are experiencing a reaction to a lash treatment, we recommend returning to your salon immediately to have the lashes removed. If the reaction is significant, or you are unable to return to salon please contact alternative medical assistance - do not wait.

Q: CAN I GO SWIMMING?

A: You cannot get your lashes wet for the first 2 hours following application. However, to keep your lashes looking their best we do recommend avoiding full submersion of the lash in water (through activities such as swimming) for the first 48 hours or for extended periods of time.