

# SOHO WAX LOUNGE

## FAQs

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### What makes Soho Wax lounge so special?

Soho Wax Lounge is unique, as we are purely a waxing only hair removal salon. All we do is wax. We have thought of and mastered every single possible detail to deliver you the most comfortable and professional waxing hair removal service. Our rooms offer soothing colours, cheerful flowers and lively music.

Our strict standards in hygiene ensure that all our clients are treated in the cleanest treatment rooms. We are centrally located in the heart of Church Street Brighton and our price structure is affordable for all clients.

We are a progressive waxing salon that provides exceptional, affordable, discreet and efficient waxing services specializing in safe and hygienic hair removal.

### What is Brazilian Waxing?

Brazilian Waxing has been around for many years and is a method that many therapists claim to specialize in although unfortunately have not mastered – this can cause unnecessary pain, broken hairs, and inefficient and time-consuming service. Brazilian Waxing is a complex method of waxing and requires adjustment to the process to suit each and every client's body and hair type. Soho Wax Lounge has mastered the technique having performed over 50,000 female Brazilian Waxes.

Brazilian waxing involves the removal of all or some of the pubic hair, including the hair from the bottom.

### Soho Wax Lounge

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### **Soho Wax Lounge offers 5 levels of female Brazilian waxing.**

- Standard Bikini - Waxing is performed to the sides of the bikini and around the labia
- 1X - Is similar to the standard bikini but in addition, the hair is clipped short.
- 2X - Is best known as the G-String wax. All hair is shaped and clipped short. Waxing is taken around the labia and into the bottom.
- 3X- A strip is left at the front with all other hair being removed, including the bottom
- 4X - All off including the bottom hairs.

### **Should I trim the hair before a Brazilian wax?**

No, more often than not, people trim too much. If your hair is too short, the wax may not adhere and some hair may be left behind. You will need to purchase a clipper attachment on your first visit. This is for hygiene purposes and you will need to bring this back with you every visit thereafter. It is best to leave the trimming to us.

### **What do I wear during this waxing?**

Underwear is not worn with any of the Brazilian waxes except with the standard bikini wax. Our rooms are discreet and our client's privacy is ensured in all cases. Our therapist is trained to make you feel comfortable during this process and our treatment times are kept to a minimum to minimise any client discomfort.

### **How long does a Brazilian wax take?**

All Brazilian waxing appointments are performed in under 15mins.

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### **Can I be waxed during my menstrual cycle?**

Yes, however please ensure that you are wearing a tampon and you inform your therapist.

### **How often should I wax?**

This depends on the area being waxed and how fast your hair grows (which depends on the season, medication, hormonal changes, and medical conditions). On average, every 4-6 weeks is recommended for body waxing. On average, every 3-4 weeks is recommended for facial waxing.

### **How long does the hair need to be before I get waxed?**

It really depends on your hair type. The shorter your hair is – the thinner the wax we use. The gentle pressure used with our precision spatula application will also help attract even the finest of unwanted hair to our wax, which will help with our effective hair removal process. The ideal length for hair to be removed is 2-3mm in length.

### **What are the different types of waxes used?**

Having worked with many different products over the years, at Soho Wax Lounge we make sure we use the finest wax available.

The 2 types of wax used are known as hot wax and strip wax. Depending on the area of the body that you are waxing, one will be more appropriate than the other.

Hot waxes are made from natural beeswax and a resin. The hot wax is applied to the skin and is left to cool and has a rich creamy consistency.

Strip waxing is the more common type of wax used for larger areas. Strip wax is applied to the skin; a cloth is then pressed into the solution and then pulled sharply back against the direction of the hair growth. The hairs are then removed with the cloth as they have bonded with the wax. Strip waxes are made from ingredients such as resin, paraffin, glucose syrup and honey.

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When hair is shaved, within a few days, the hair can be seen at the surface of the skin. Shaving commonly results in ingrown hairs, bumps and ongoing skin irritation. When waxed, hair grows back slower, softer and without stubble. Waxing will, over time, make hair growth finer, and hair will become less in volume.

### **What happens if I shave between waxing?**

Shaving is not a good idea for many reasons including the possibility of ingrown hair and irritation to the skin. Shaving strengthens the hair follicle creating coarser and thicker hair, while waxing weakens the follicle for less hair as you wax along the way. If you shave between waxing, you will completely reverse the healthy progress you have had with waxing.

### **Can I wax when if I am pregnant?**

We have many clients who wax with us up to the week of giving birth. However, every pregnancy is different and as with every question about pregnancy, consult with your doctor first.

### **Am I likely to suffer from any skin reactions?**

You may suffer minor red and or blotchy skin after waxing. This normally lasts for around 2 hours although may last up to 24 hours. You may take an anti-histamine tablet 1-2 hrs before you wax to minimise redness and hives. If you are particularly concerned about the effect waxing will have on your skin, we are able to offer a free patch test at least 24 hours prior to your treatment. Please call for more information.

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## **Should I avoid wearing moisturiser before a wax?**

It is recommended you avoid moisturising on the day of your wax especially with moisturisers such as Body Butters. Waxing unwanted hair from the face and body begins with a thorough cleansing to the area you want waxed to remove all excess oil and bacteria from the skin.

## **At what age can I start waxing?**

At Soho Wax Lounge we believe that looking and feeling your best begins at any age. For children under the age of 15, parental/guardian permission is required.

## **Are there any medications (topical or other) that I should not be taking if I am going for a wax?**

Let your waxer know if you are under the use of Accutane, AHA, Renova, Retin-A or corticosteroids such as hydro-cortisone, prednisone, Kenalog, and Elocon.

## **Why do I need to fill out a questionnaire before a waxing?**

This helps us understand your needs and find out if you have any allergies, health conditions, or are taking any medicine, like Accutane, which would not make you a candidate to receive a service. We also need to know if you are using any topical lotions or creams like AHAs or Retin-A, which are not compatible with waxing.

Your information is managed in accordance with the Privacy Guidelines. Please also note that your information will never be shared with external parties.

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### **Can I bring in my children?**

Children are definitely welcome to accompany you to your appointment. We have a relaxing and comfortable waiting room, a portable DVD player with a variety of movies which is available for children to choose from and watch whilst they wait for your treatment. Special sugar treats are also provided with your permission first.

### **Parking**

Parking facilities are conveniently located on Church Street and Carpenter Street as well as 2 large parking facilities behind Safeway and Laura Ashley. We recommend that you allow some time to park your car and make your appointment on time.

### **Gift Voucher**

Gift Vouchers expire 6 months from the date of issue and are not redeemable for cash. The full value of the voucher can be partially redeemed over the validity period but must be fully redeemed before expiry. Where the cost of the treatment/s and/or purchases exceeds the available voucher balance, the voucher holder will be required to make up the difference with an alternative form of payment.

We keep a record of all gift vouchers, so do not worry if you have lost or misplaced your gift voucher.

### **Cancellation Policy**

We understand that life can be busy, hectic and unpredictable and we know that every now and then things don't work out as planned. If you do need to cancel or change your appointment, we would be very grateful if you could give us a least 24 hours notice.

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### **Being on time**

We are a salon that prides itself on being on time - all the time. We understand that the last thing our clients want is to be delayed for their treatment. For all new clients, please check in at reception at least 15 minutes prior to your scheduled appointment to fill out appropriate paper work. Late arrivals may result in reduced or cancelled treatments.

### **Bookings**

We are a very busy salon and can often be booked out several weeks in advance, bookings are essential and we recommend that you secure your preferred date and time of treatment in advance. We also offer our clients a wait list in the event that we receive a cancellation we will do our best to fit you in your preferred time.

### **Payment**

We accept cash and all credit cards (excluding American Express and Diners) Please note a minimum of \$20 applies to Eftpos/Credit Cards.

### **Is waxing clean and hygienic?**

Soho Wax Lounge doesn't just follow all the rules and regulations imposed by the Health Department; we have also implemented strict hygiene procedures to protect our clients and staff.

Some of our strict procedures include;

- We do not double dip the spatula into the wax pot ever. We use a fresh spatula for every dip not just every client.
- We sterilise our tweezers before and after every use.
- We do not recycle wax.
- We have substituted Talcum Powder to Corn Flour.

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- Disposable gloves are worn and discarded at the end of each and every treatment
- The room is sterilised using safe, environmentally friendly antibacterial cleaning agents
- Each Brazilian Waxing client must purchase a clipper attachment

### **What are the benefits of waxing vs. laser hair removal?**

Laser is not for everybody and is in its infant stages in Australia, the true long term impacts of laser are not formerly understood and considerable debate exists on its effectiveness and side effects. It is most effective for those with very light skin and very dark hair.

Laser can also easily burn those with darker skin because the laser targets the darker pigment of the hair (or dark colour).

When it comes to all natural, safe and affordable hair removal, Soho Wax Lounge is the smartest option as our wax and technique works with every type of skin (even the most sensitive) and any type of hair. Waxing with us also reduces the amount, colour and thickness of your hair overtime. Our prices are also very affordable to everyone.

We have treated many clients who have spent considerable money on laser services and will not return to laser as they have not achieved the desired results. In some instances clients have had to commence shaving their facial hair to make the laser treatment more effective only to leave them with permanent changes to their facial hair type.

There are a number of benefits to wax treatments, such as:

- Waxing lasts quite a long time for such a quick treatment. Expect the new hair growth to take between 3 to 6 weeks to develop.
- New hair growth will become thinner, softer and lighter as the follicle becomes weaker with prolonged treatment.
- It is fast compared to some other hair removal methods.
- It is suitable for all types of hairs.

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