

The Ultimate Guide to Eyelash Extensions



Your comprehensive guide to **Classic** Lash Extension Application, Styling & Removal
Eyes | Lashes | Consultations | Contra-indications | Contra-actions
Products | Adhesive | Styling | Mapping | Detailed Application Guide
Aftercare | Infills | Retention | Removal | Problem Solving

By U.K. Lash Specialist



Juliet
Knight

Elite eyelash
extensions

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A NOTE FROM THE AUTHOR JULIE KNIGHT



Hey there!

I'm Julie Knight and I'm a Lash Addict – as well as a wife, mum, retired cop, philanthropist, pharologist, coddwompler and squeaky violinist!

I fell into lashing by accident over a decade ago. My friend was too scared to train alone so I took the lash extension course to keep her company. I went on to become a trainer (on purpose) in 2012, determined to help to skyrocket the standards as a result of the very many lash rescues I was doing. Over the years, I've done over 40 courses with reputable trainers from around the world and have lashed over 25,000 sets. That's a phenomenal amount of experience!

I founded Lash-Ed (magazine), World Lash University (conference, competition, awards) in 2018 and Behind the Mask in 2019 with the sole purpose of helping others. Behind the Mask is a Free resource to help the hair and beauty industry to help those who may be experiencing domestic abuse. In 5 years, over 100k people have taken the training and over 2k have shared how they've been able to help others as a consequence. They've helped to change or save a life.

Look out for my new Lash-Ed Podcast and The Lash Fan Club Knowledge Hub as they're new for 2025!

I've been privileged to organise and judge many competitions and large events. I've been a subject matter speaker at many, with my scariest gig being a crowd of 3k people in London. I've been featured over 100+ times in magazines and appeared on mainstream media having done a few TV and Radio interviews over the years.

I hope you find this guide helpful. I have a passion for safety in our industry and for helping others to thrive to be the best they can be. I'm all for challenging pre-conceived thinking – especially thoughts founded on the foundation of 'we have always done it that way' or 'I was trained to do it this way'. My top tip is: Always ask **why** and look for the evidence base. Simply accepting what seems to be the 'norm' may bite you and others on the backside one day! Keep growing and learning to be the best you can be.

With lash love,

Julie
Knight





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1. Introduction to eyelash extensions

What?

Lash extensions are usually made from synthetic PBT plastic. They're available in a growing range of lengths, thicknesses, curls, colours and shapes! There's a growing demand for highly trained, skilled and professional lash artists who can safely create stunning lash enhancements.

Why?

Eyebrows frame our face and our lashes define our eyes. Skilfully applied lash extensions can enhance stunning features and disguises others. Lash artists can design and create a unique look to suit each client who want that great feeling when they have amazing lashes so that's what they pay for!

Where?

This relaxing treatment can be done in a salon, well-equipped home treatment room or as a mobile service in the comfort of the client's home. Specially equipped treatment rooms offer the best way to work with your products as you have better control of the temperature and humidity of the environment. That's important for the glue to work well.

How?

Consultation

A private consultation is necessary to check for contra-indications. This guides if someone is suitable for treatment. There's a number of conditions that may prevent an offer of treatment at the time, such as eye infections or recent eye surgery. They need to know how the treatment is done and the risks so you obtain consent to treat them in an 'informed' way. You can then discuss what they are seeking from their treatment and what would be safe for them to wear that would suit them.

A patch test is done (like a 'mini treatment'), using all the products used to treat at least 24 to 48 hours beforehand. You can treat no contra-actions (reaction) results. If there is, it's not possible to treat with those or similar products.

Patch testing is highly debated in the industry by it remains a professional and essential means to protect you and your client. It's required by many insurers and suppliers.

Treatment

They lay on your beauty bed or recliner chair and you sit behind their head. Their lashes are cleansed and their bottom lid lashes are protected with eye pads or surgical tape to stop them being glued to the upper lash line. These are also used to write a 'lash map' on so you know what lengths will be placed in certain positions. Their eyes then remain closed throughout.

Using fine pointed tweezers in each hand, one is used to isolate a natural lash and the other picks up the lash extension. It's dipped in adhesive and placed on the natural lash between 0.5-1mm away from the eyelid, pointing in the required direction.

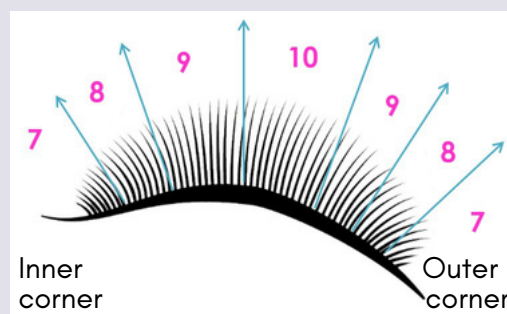
The neighbouring lashes are held in isolation for a few seconds to allow the glue to cure so other lashes don't stick to it. If they do, they're called stickies and not to be carefully parted!

The process is repeated so you may place between 70 to 130 extensions on each eye, depending on the look being created. That may be something natural look, noticeable or very dense and glamorous.



The look that you can create will depend on what you have to work with. If someone has sparse and super short natural lashes, you will struggle to create a long, dark glamorous look with individual (Classic) lash extensions. We can create wonders, but we cannot perform miracles!

It's usual to use 4-6 different lengths that are placed in the sequential order as shown in this lash map. This shows that we started using 7mm at the inner corner, then 8, 9, 10, 9, 8 then 7mm at the outer corner.



When all of the extensions are placed, each is then checked with the tips of the tweezers to ensure that it's securely attached to its natural lash and not to its neighbours!

Caring

Your client needs to be guided on how best to care for their treatment. They can sleep, shower and swim with them on.

Extensions that have been applied correctly with good products are expected to last until the natural lash carrying it sheds. This is why regular infills are required to maintain their look.

Maintaining by infilling

Lash shedding is natural and normal. The lifespan of a lash is around 90 days as a part of a replenishing lash cycle. Consequently, regular infills (maintenance) is recommended every 2-3 weeks, depending on your client's lash cycle (rate of growth and shedding), desired look, health and lifestyle.

Record keeping

You must keep timely, relevant and accurate treatment records for each client. They should include treatment plans so you know your client's desired look and what products you have used so you can replicate it again, safely.

These records are protected by the Data Protection Act 2018 (UK's implementation of the General Data Protection Regulation (GDPR)) that controls how personal information is used by businesses.

Let's begin with some professional practice advice

This ultimate guide to lash extensions is a comprehensive one for anyone entering the lash industry or in their early stages of development. It teaches safe, hygienic evidenced based practices that are proven to work.

We all work in different ways. You may want to know how others work for inspiration and learning. That's okay but here's a health warning. There's many lash artists sharing content online. You don't know how professional their training was, many are not trainers and what they're sharing is what they do and that's a matter for them. You should work in the way that you were taught as this has been approved and accredited by an insuring body.

Here's some things that you must never compromise:

- Follow relevant regulations and the conditions of your insurance. Their purpose is to protect you and consumers.
- Never overload the natural lashes with a treatment that's too heavy for them - even temporarily as this can cause temporary, long term or even permanent damage. This practice is unethical.
- Protect and respect your tools and products. For example, tweezers must be at least, disinfected. Single use disposable products like microbrushes should not be re-dipped in products. This can lead to cross contamination and cross infection.

Professional practitioners protect their clients, themselves and their industry so ALWAYS consider safety and hygiene

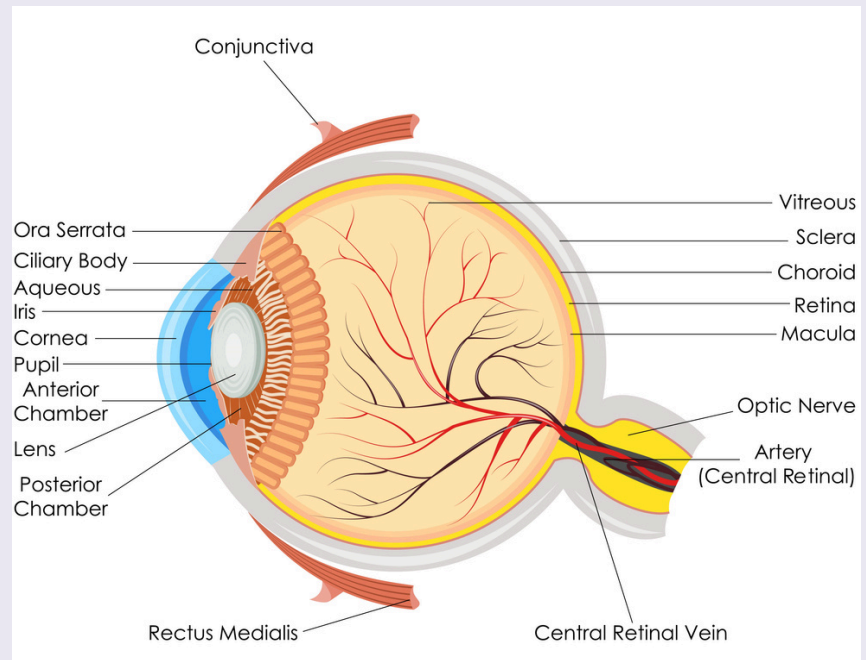


2. Anatomy & physiology: eyes, lids & lashes

The eyes

Our eyes receive information that's sent along the optic nerve for the brain to process. Their close setting allows for improved depth of field. They are made up of various structures.

The **sclera** (sk-ler-a) is the white of the eyes. It's the tough skin covering its surface, except the cornea. It protects the sensitive internal parts of the eye.



The **cornea** is the clear skin that covers the iris and pupil at the front of the eye.

The **conjunctiva** is the lining on the inside of the eyelid and the outside of the front of the eye. Its tiny blood vessels are seen when it's inflamed (conjunctivitis) or tired.

The **pupil** allows light to enter eye.

The **iris** surrounds the pupil. It's colour pigment is formed from Melanin. It controls the amount of light entering the eye. It gets bigger in bright light and smaller in darker settings to allow more light to enter the eye through the pupil.

The **lens** focuses light to the retina. It changes shape to focus at various distances. This ensures that the 'picture' on the retina at the back of the eye is clear.

Ciliary muscles change the shape of the lens by squeezing it to see objects nearby and relaxing it to see objects that are far away.

The **retina** has light-sensitive cells called rods and cones. These send electrical signals to the brain along the optic nerve. Rod cells detect low light contrasts and cone cells detect colour. The brain uses these signals to interpret what is seen by turning the picture into an electrical message.

There are two types of fluid inside the eye. The **aqueous humour** fills the front of the eyeball around the lens (aqueous means water and humour means fluid). The **vitreous humour** is a thicker clear jelly-like liquid filling the larger part of the eyeball that forms the shape (vitreous means glassy).

Why you need to know about the eyes

The eyes are complex. Your treatment can cause harm:

If they are sensitive to your products.

The eyes can become irritated by the vapours from the adhesive, even if their eyes are closed. It can cause tears during treatment.

If they inadvertently open or partially open their eyes during treatment.

The glue vapours can polymerise with the moisture on the surface of their eyes and can cause redness, dryness and discomfort.

By the way you treat

For example, if the pads or tapes that protect the lower lashes with eye pads make contact with the sclera, they can cause an abrasion. This causes redness, dryness and discomfort. It may require medical treatment and the symptoms can last several days.

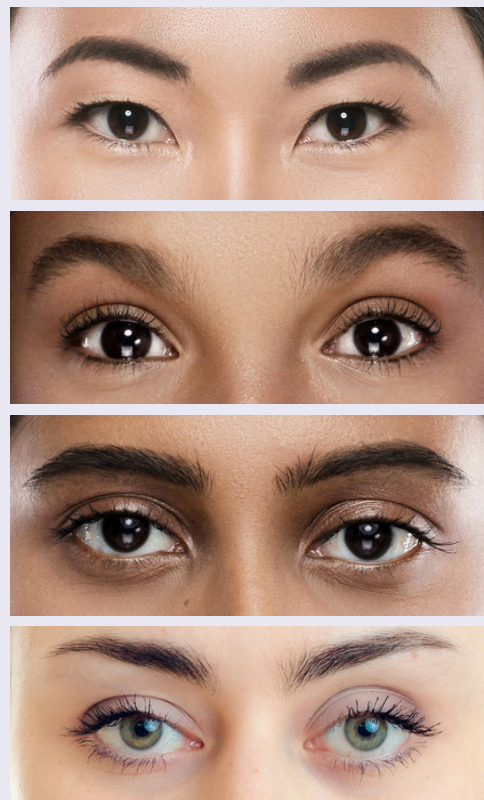
The eyelids

The eyelids protect the eyes by helping to keep foreign bodies like dust at bay. They also spread tears over the surface of the eye by blinking. The skin is thin and has the highest number of sebaceous glands when compared to the rest of the body. They secrete oily sebum that waterproofs the skin. This is why the eyelids can feel greasy.

People who experience greasy skin and hair will have more oily eyelids than others. It's important for them to meticulously cleanse their lashes and eye area to keep their extensions squeaky clean. If any of the extensions have started to lift (where they are no longer fully bonded to the natural lash due to poor application or care), then oils can seep and work between them. This harms the bond so the extension can be lost prematurely.

We have different shaped eyelids. Some have lid creases, some don't. Some are hooded due to their bone structure or aging skin that's lost its elasticity and 'sags' into a hood. These can often shroud the lashes by resting on them, especially in more mature people.

Our eyelids are often asymmetrical too so they don't always look the same. Some people may have a higher set crease than others or one eye more hooded than the other. You'll learn that we need to consider these features when we style the lashes to suit the person wearing them.



Tears

Small tear glands are located in the upper eyelid. They make and secrete tears to keep the surface of the eye clean and moist. Blinking helps to spread the tears over the surface of the eye to wash the debris away to the inner corners.

Tear fluid is made up of a range of components including water, oil and mucus.

This concoction protects the eye and supports our immune system with the ability to fight against bacterial infections. There are three types of tears:

Basal tears

Constantly lubricate, nourish and protect the eye.

Reflex tears

Triggered by irritants like dirt, wind, bright sunlight, or strong vapours.

They attempt to wash irritants and debris away from the eye.

Emotional tears

Triggered by stress, pain, anger or pleasure. They have more of an impact on our bodies such as the face reddening, erratic breathing and upper body shudders.

They contain more of the protein-based hormones.

Many people find that they lose their extensions prematurely, without the natural lash, after a tearful spell. Encourage clients to wash their lashes afterwards.

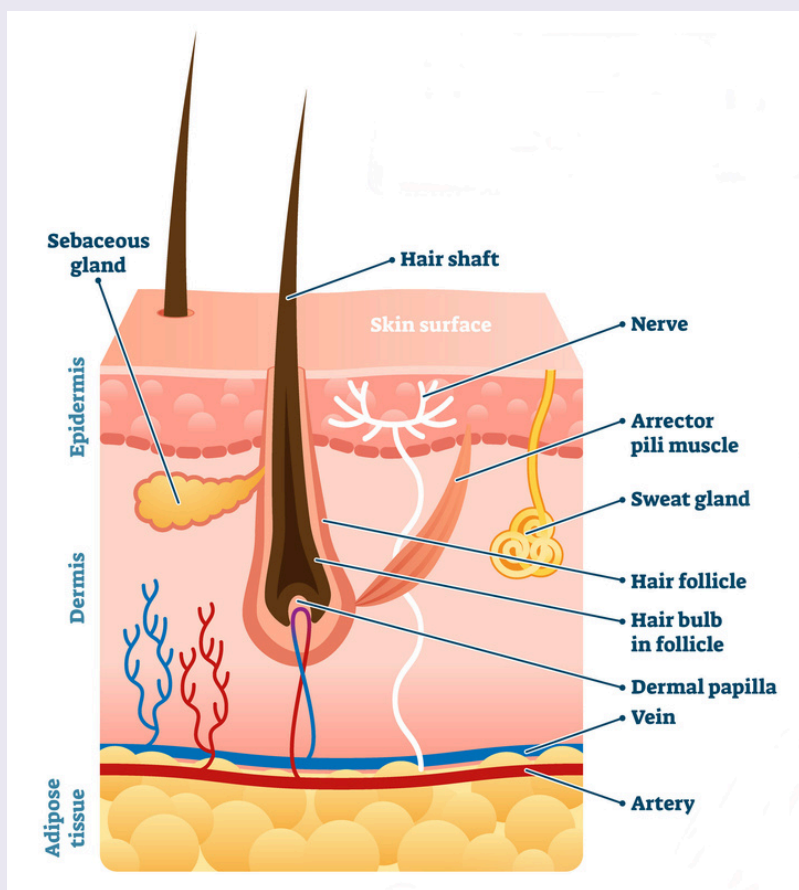
The Eyelashes

The eyelashes perform a critical role in keeping the eye safe. They protect them from airborne dust particles, foreign bodies and perspiration by guiding them away.

This is why

the lashes along the upper eyelid curl upwards and those along the lower eyelid curl downwards.

Each lash is incredibly sensitive. Try touching the very tips of just one of them and see how they sense it immediately, causing you to blink. So they're sensory hairs that spontaneously close the eyelid when touched by anything that could enter it.



Anatomy and physiology

90% of human hair is made up of a protein called **keratin**, along with a pigment called **melanin** that provides the colour. The other **10%** is **water** that keeps it hydrated.

Keratin is a hard-wearing fibrous protein. Its strands are compacted and chemically held together by strong disulphide bonds and hydrogen bonds.

As with head hair, eyelashes grow from **follicles** along the eyelid that are located in the **dermis**, the layer beneath the uppermost skin layer called the **epidermis**.

The **papilla** is a large structure at the base of the hair follicle where the growth takes place.

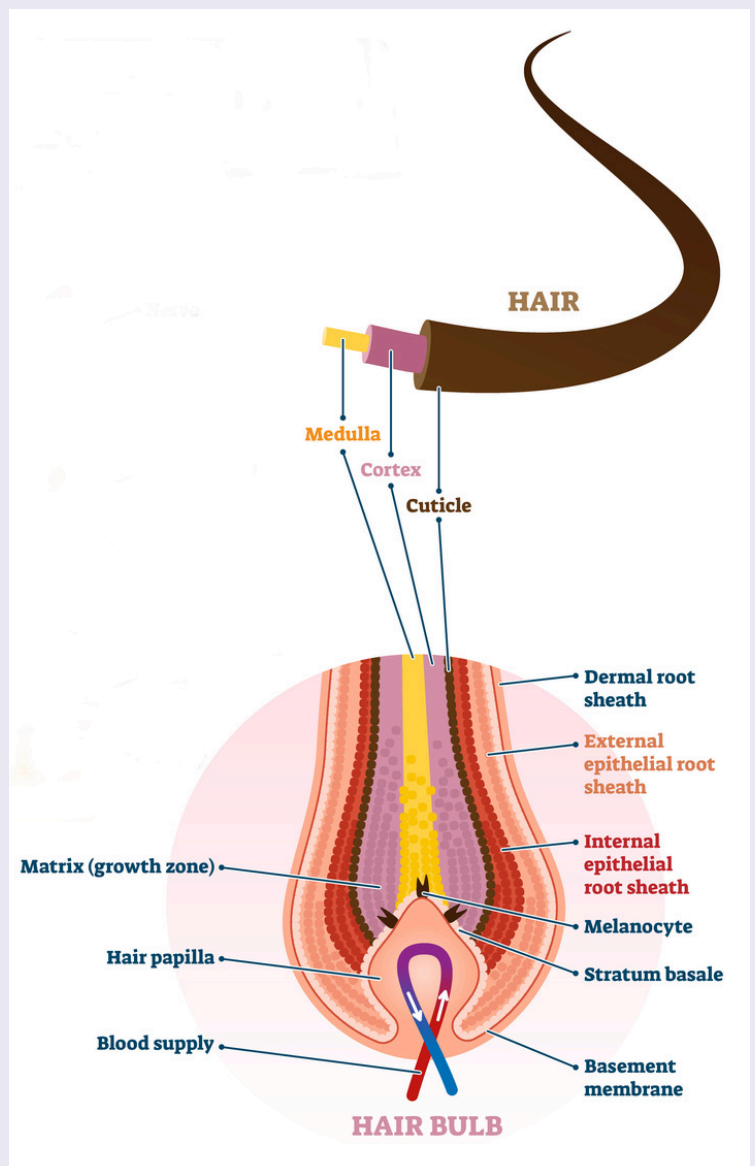
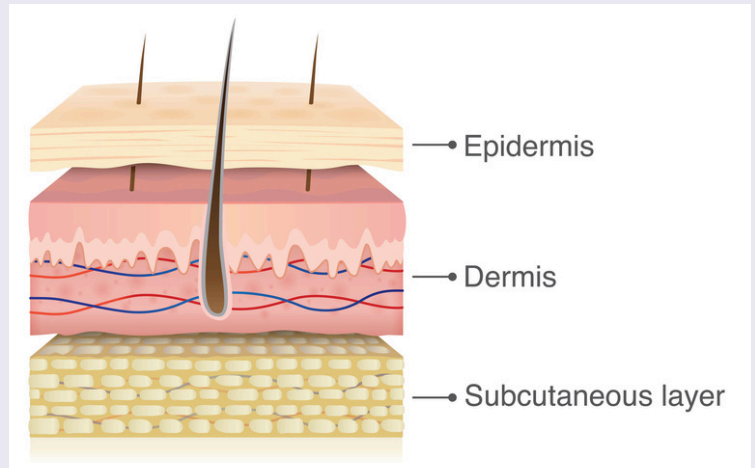
The **bulb** comprises of growing cells that divide in its lower part and then pushes up.

Melanocyte cells make the melanin pigment there. When the cells harden and reach the upper part, they arrange themselves into cylindrical layers.

The **cuticle** is the outermost part of the hair. It's formed from dead cells that overlap into layers to form scales. These give strength to the hair and provides a hard surface to protect the cortex.

The **cortex** is the middle layer. It's the main bulk of the hair comprising of keratin fibres and melanin.

The **medulla** is the inner most part that contain cells. It's usually absent in finer hair.



Eyelashes - Volume, length and thickness

The number of natural lashes along the upper eyelid varies from person to person.

There may be as few and sparse as **90** lashes per eye to around **160** that would look thick and full. We don't have the same number of natural lashes on each eye.

The average **length** is between **6mm to 9mm** and the average thickness between **0.05 to 0.10mm**.

The average number along the lower eyelid varies between 60 and 80 lashes and are usually much shorter in length.

Eyelash layers

Eyelashes are arranged in layers that sit randomly underneath each other along the eyelid margin as shown in this side view of an open eye.

Some people may have as few as 1 or 2 layers or as many as 4 or 5 along the lid margin. The number of layers can vary in sections along the lid margin too with fewer at the inner corners.

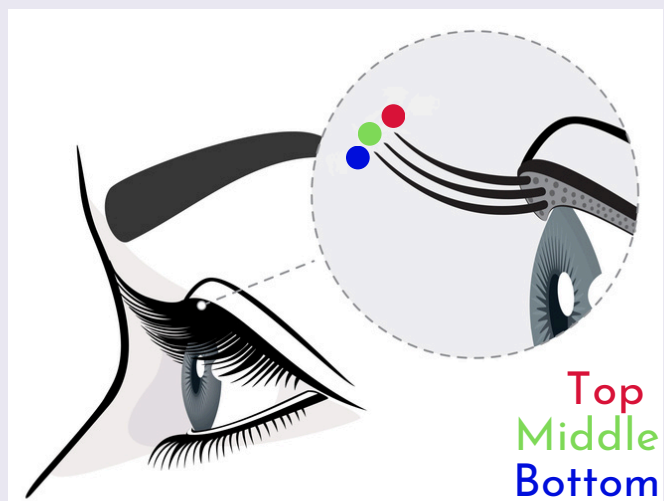
Lashes are arranged in layers that sit randomly underneath each other along the eyelid as shown here. Some people may have as few as 2 or as many as 5 or 6 layers.

The number of layers vary in sections along the eyelid, with fewer layer at the inner corners so there's fewer lashes.

For ease, we loosely group them into 3 layers; the top, middle and bottom. The top layer is closest to you as you treat and the furthest away from their eye.

The distance from the top to bottom layers can average between 2-3mm. Some peoples layers may be tightly compacted together or whilst others are more spread out.

Top Tip: Look from the side to see if any lashes are sitting much higher than the top layer. Don't treat them as you'll accentuate their elevated setting! There's more on treating the layers a little later!



Lash cycle and phases of growth

Anagen

The infant / baby lashes.

These are the weakest, shortest and finest lashes.

They grow rapidly and can transition to the next phase in around 4 weeks.

Catagen

The young adult lashes. These are the medium length hairs that have a little growing left to do over its 2 week cycle.

The growth slows as the follicle shrinks. The hair separates from its follicle in readiness for its next phase.

Telogen

The elderly lashes. These are the longest length hairs that have stopped growing as they are resting. As it's not connected to its follicle, a new hair will start to grow.

Do not treat

They need to be allowed to mature and gain strength before being put to work.

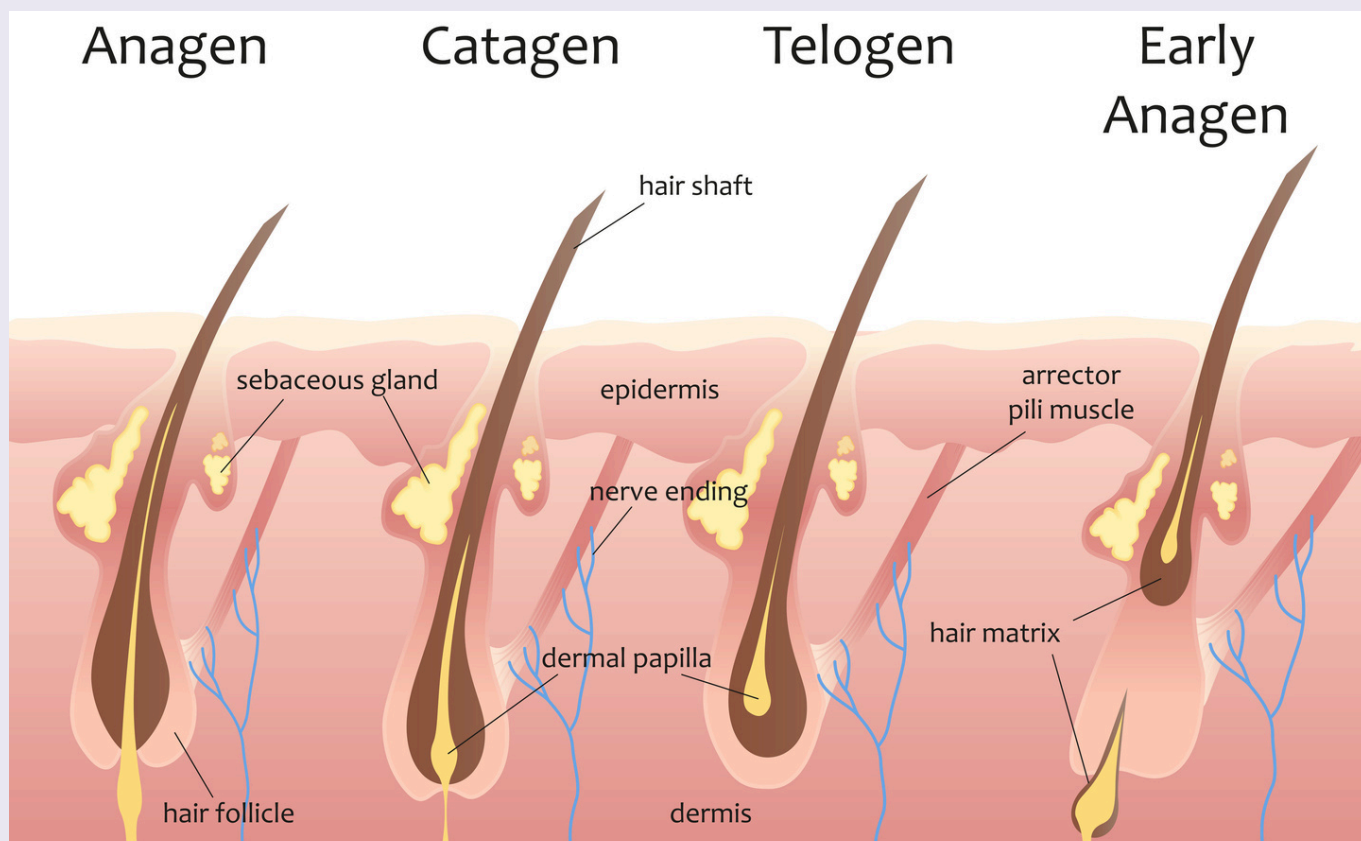
Treatable

These last the longest.

Extensions may move further away from the eyelid as they continue growing. Remove at an infill and retreat.

Treatable

These may not last long as they're due to shed. If there's more lashes are in this phase when treating, their set can look sparse quite quickly.

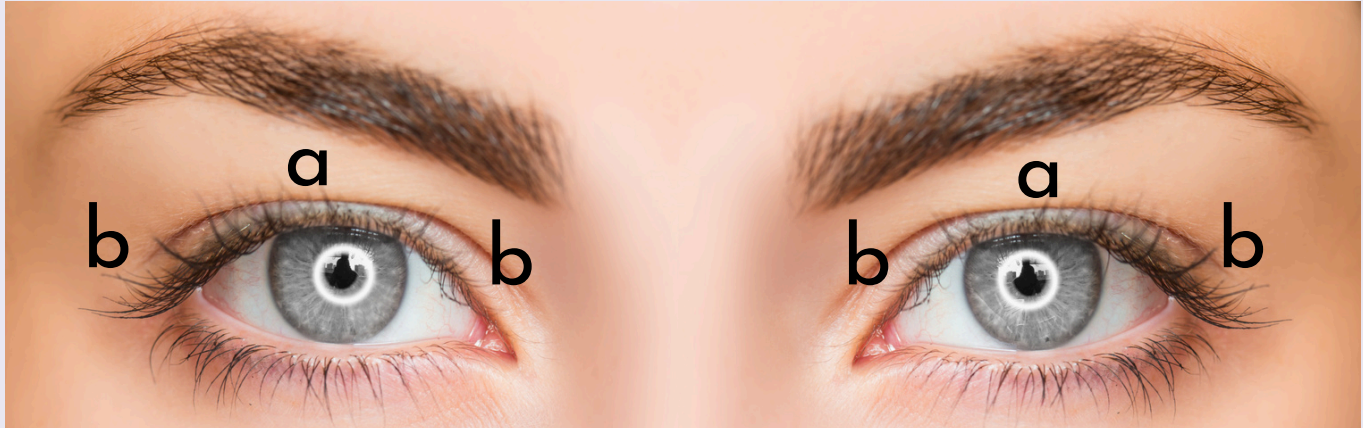


There are times when our lash cycle is more rapid. It may slow down with age and some people notice 'seasonal' shedding during spring and autumn. You may notice that some clients have shed more lashes than usual, but not everyone.

Direction of growth from the eyelid

The angle that the natural lashes grows from the eyelid can vary.

They may be lifted (a), downward facing (b) as shown here or something in-between.



You may need to use curlier extensions (CC or D) on downturned lashes to 'lift' them. You may need to use softer curls on the upturned ones so it doesn't 'over lift'.

Exercise 1

Assess 5 people's natural lashes. Ask them to lay down with their eyes closed and position yourself behind their head so that you are looking over their eyes.

1. Identify anagen, catagen or telogens lashes

2. Compare their features

- Volume (few or many)
- Length
- Thickness
- Growth angles
- Spread of the layers
- Neatness

You'll see vast differences. *Generally*, you may notice:

- Younger people: More lashes. Look strong, thick and long
- Mature people: Fewer lashes. Look finer and shorter

You will see differences between ethnicities too. People of African heritage may have much curlier lashes whereas people of Asian origin may have straight lashes as they have more keratin in the hair. People with mono lids (no eyelid crease), may have fewer rows of lashes near the inner corner too.

3. See what other characteristics you can find.

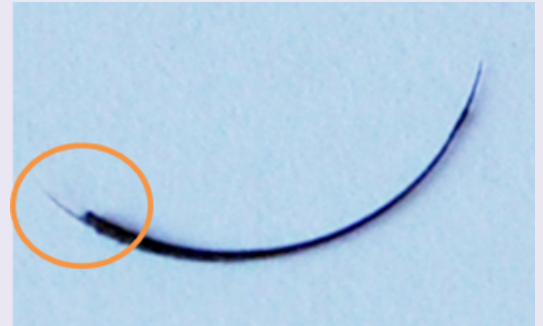


Shedding lashes with extensions on

Tell clients to expect their lashes to shed. Many people don't know that it's normal.

Clients may think that they're losing lashes because of your treatment. Giving little or no information causes miss-information. This can harm your business.

You could show them what an extension looks like once it has shed with it's natural lash so they can see that this is normal and nothing to worry about.



Suitability for lash extensions

Not everyone is suitable for lash extensions at the time they want them.

Some people may have conditions, diseases, disorders, treatment plans or medications that will prevent you from being able to perform the treatment at that time due to safety. This is covered in detail in the sub-chapter called contra-indications.

Others may have super short, fine and weak looking lashes that are simply not suitable for treatment without causing trauma to them.

Sometimes we have to say no. It's wise to explain that they shouldn't have it and why it's not possible as you don't want them to try to get it done somewhere else somewhere else and put themselves at risk. . .



3. About eyelash extensions

Synthetic lashes

Synthetic lash extensions are made of Polybutylene Terephthalate (PBT). This material is used in many industries including automotive, electrical, electronics, medical and more.

PBT lashes are more commonly available on 'lash strips or lines of lashes. They're neatly resting on a sticky strip ready to be picked up in your tweezers. They are sold in trays like this, with either 12, 16 or 20 strips and each can be peeled or lifted from the tray and placed on a tile or palette to make them easier to use.



Some suppliers still offer bags of loose lashes. They tend to be much cheaper because they are really fiddly to use!

Hand made

Synthetic lashes are made by hand. PBT strands are placed side by side on sticky mounts and trimmed to length. They're rolled onto steel tubes and the size of the tube dictates the curl created. They're heat treated to seal the curl and attached to the sticky strips mounted on branded label cards. They're then placed in cases and shipped to suppliers. Their quality varies greatly. Inferior lashes will noticeably affect the quality of your work.

The lashes are not sanitised. You can attempt to cleanse what is facing you on the strips using a special lash cleansing solution or an ultraviolet sanitising wand that must be used as instructed.

Mink and Silk confusion

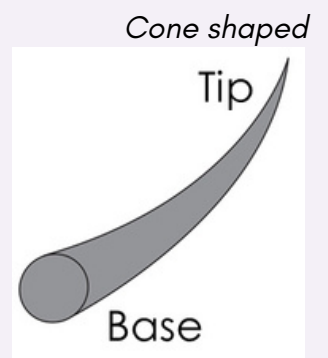
PBT lashes are generally described as being Mink or Silk by the manufacturer or brand. This isn't helpful as many lash artists and clients believe them to just that!

Lash extensions are thicker at their base and narrow (taper) towards the tip, mimicking a natural lash. The base end is bonded to the natural lash and its widest width is its size, like a 0.15mm. They then get thinner or finer towards the tip.

Some taper much closer to their tips. They look thicker and are slightly heavier. Some call these silk and others call them mink!

Some may be more porous than others. It's believed that more porous extensions adhere better as the glue can penetrate it.

Given all this confusion, it's best to try different brands and find ones that work for you!

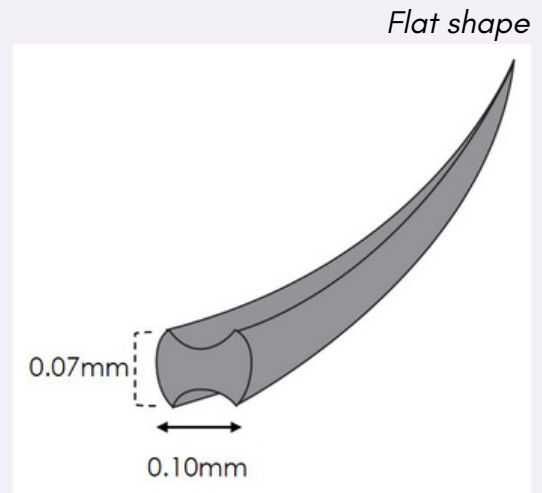


The most commonly used extensions are **cone** shaped, so their base is round.

Flat lashes hit the market in 2015 and have grown in popularity as their quality improved as they were very shiny and plastic looking.

Flat lashes are much lighter in weight than the traditional cone shaped lashes so a 0.20mm flat lash is lighter than a 0.12mm cone shaped one.

Their widest part sits on the natural lash, giving the illusion of thickness. They appear finer when looking side on. A 0.10mm thick flat lash looks much darker than a 0.10mm cone shaped one because the light reflects off it differently. Whilst they look less plasticky now with some having split tips to look feathery, they with some having split tips to look feathery, they still look more 'fake' than the cone shaped lashes. Cone shaped lashes do look more aesthetically pleasing on more mature clients and those wanting a natural look.



Once you've mastered how to apply them, they can bond well to the natural lash as it can nestle in the hollowed section. That's great of the natural lash is pointing where you want the extension to go!

There are other innovations:

- **Clover** extensions whose base is shaped like a 4 leafed clover and the concept is similar to flat lashes, so lighter and able to nestle the natural lash.
- **Double tapered** extensions are thicker in the middle and taper at both ends. Lighter than a cone shaped lash and looks more natural .
- **Laser grooved** extensions that are cone shaped with small small rings or grooves lasered around the circumference of its base. This gives the glue more surface area to grip and is said to improve retention.

PBT lashes are sensitive to extreme heat. They can melt or frazzle. Advise clients to be careful to be careful around pit fits and BBQs, with backdrafts from ovens, heated hair appliances and the most common culprit, the cigarette lighters with big flames!

Animal fur / hair lashes

Real mink lash extensions are still available but not as widely now. They are known to be caged and their fur is combed, collected, cleansed and curled. As the hair is natural, there's less uniformity and the curl is known to relax when worn. In the interests of the animals welfare, I condemn and strongly discourage their use.



Other lashes

Cluster / Party lashes

These have number of fibres attached at the base that be self applied with strip lash glue. They have been used by lash artists who apply them indiscriminately with professional adhesive without isolating a lash to host them. This is dangerous and unethical practice.

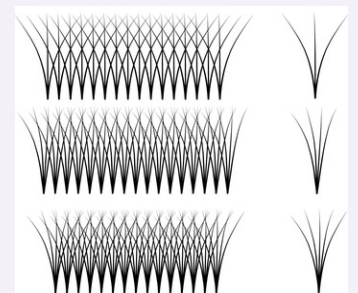
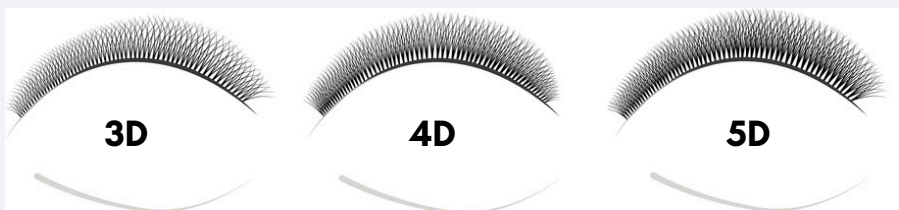
YY lashes

These used to be two extensions attached at the base that split into a 'Y' shape at the half way point. They are now something very different and consist of 4 lashes with 2 looking like they're Y shaped because of the splayed or side angled tips. They create more volume so they look darker when worn and give texture to the lash line. They can be fiddly to use until you master picking them up from their strips!

Volume lashes

These are superfine cone shaped extensions that are widely available in thicknesses from 0.03 to 0.07. They can be used individually but the look will be sheer. the skill that needs to be taught and mastered is where 2 or more are picked up at the same time using precision tweezers. The lash artist fans them out so their bases are drawn together to a point and their tips are evenly spaced apart. It is then applied to one natural lash. Even though they are finer, using more of them creates density and darkness safely, without overloading the lashes so they are very popular.

When 3 extensions are used in a fan, it's called 3D as D relates to the 'dimension'. Four extension in a fan would be a 4D etc. Generally, the more D, the darker the set will look.



Readymade volume fans

You can buy volume fans that have been made for you. They are called premades and promades. Again, these terms often confuse the industry so it's easier to think of them as being ready made for you!

These are popular as some people can't or don't want to master the art of making their own. Either way, training is required to understand the weights being used so no harm comes to clients.

Hybrid

This is a where both individual lashes (Classics) and Volume 'fans' are used together in the same set. It's not half treated with individuals and half with fans. That stifles creativity! We get too hung-up on terms that confuses clients and lash artists!

Lengths

Extensions are widely available in lengths from 7mm to 14mm. Some suppliers offer as short as 4mm and as long as 25mm. The shorter extensions are the lower lid lashes but you must be trained to do this safely. Using 4-6 different lengths in each lash set:

- Creates shape to style the lash line
- Protects shorter, weaker lashes, notably the inner and outer corners

As a guide, if you are using an **extension** that's:

- The **same thickness** as the **natural lash**:

You can usually extend by up to **50%**

Examples:

6mm natural lash, up to 9mm extension

7mm natural lash, up to 10/11mm extension

8mm natural lash, up to 12mm extension

9mm natural lash, up to 13/14mm extension

- **Twice** the thickness of the **natural lash**:

You can usually extend by up to **30%** as shown. . .
as the natural lash is around 0.07mm thick

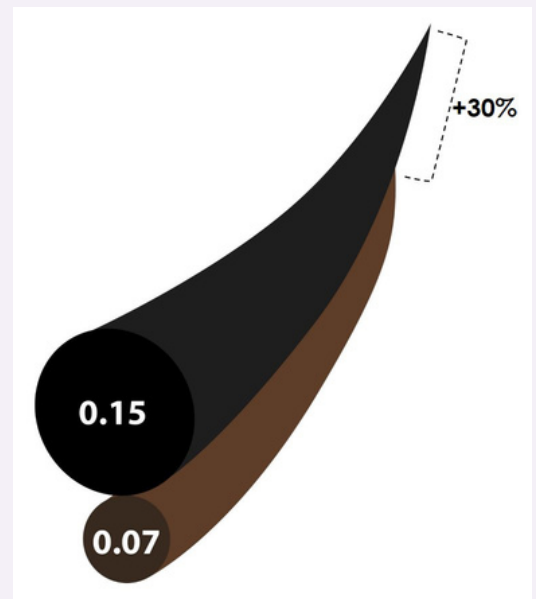
Example:

6mm natural lash, up to 8mm extension

7mm natural lash, up to 9mm extension

8mm natural lash, up to 10/11mm extension

9mm natural lash, up to 11/12mm extension



Determining Lengths

With experience, you'll gauge the length and thickness of a natural lash by sight. Otherwise, select an extension that looks similar to the length and curl of the natural lash and hold in your tweezers close to the lash line to compare. No need for lash rulers!

Good to knows. . .

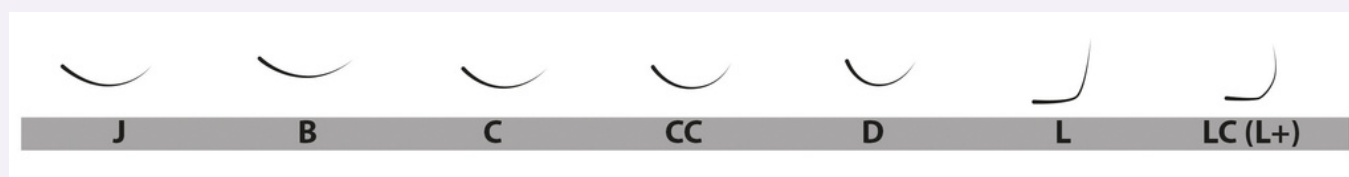
The extensions are applied 0.5mm to 1mm away from the eyelid so you need to take this into account! A 10mm extension will look like it's 10.5mm-11mm long.

The longer the extensions, the more sparse the look. Longer extensions create gaps between the lash tips so they can appear less dense, a little spidery and untidy.

Longer lengths add weight too. You can create the illusion of length by using a slightly shorter but curlier extensions as these would look when face on. This is an essential consideration when treating weaker lashes. Shorter extensions create the appearance of thickness and density.

Curls

There's a growing range of curls available with some popular ones shown here:



C and CC curls are commonly used in individual (classic) lashing.

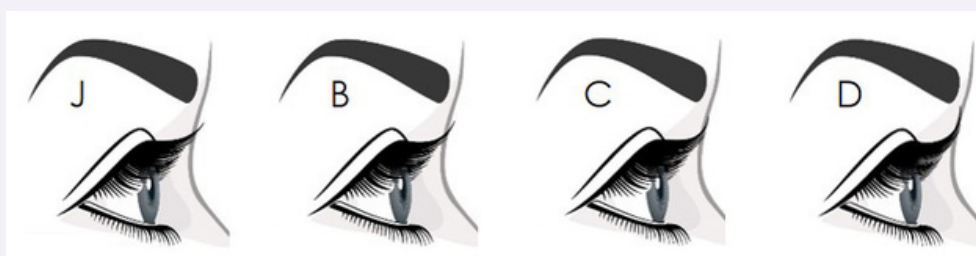
This chart looks at our curls and what they can achieve.

Curl	Characteristics	General Appearance
J Flat	Flat base Gentle curl at the tip Bonds well on flat lashes	For natural looks Less obvious face on Length obvious from the side
B Soft	Slightly curvier than a J Flat base Bit more curl towards the tip	For natural looks Longer lengths less visible face on Length obvious from the side
C Soft	Curlier than a B curl Gives gentle lift to lash line	For natural / noticeable looks More visible face on Opens / lifts the eye line
CC Curly	Curlier than a C curl Great lift to the lash line	For glamorous looks More visible face on Opens / lifts the eye line
D Extreme	Curlier than a CC Super lift to lash line	For dramatic looks Very noticeable face on Opens / lifts the eye line
L / M Flick	Flat base Bonds well on flat lashes Angled 'flick' to create lift	More visible face on Creates 'eyeliner look' Can 'narrow' the eye shape
LC / L+ Flick	Flat based lash Curls to a C to the tip Less of a creased angle	For noticeable looks More visible face on Opens / lifts the eye line

Here's how some of the curls (in the same lengths) look when worn. You can see how the J curl would appear to be less noticeable face on than the D curl for example.

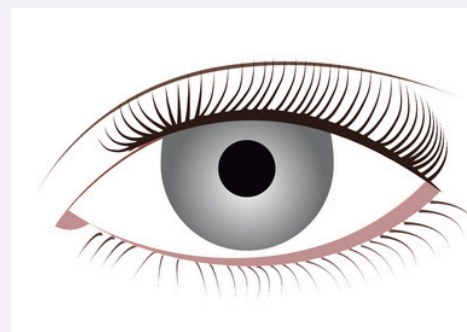
As a guide:

- Soft curls elongate horizontally
- Curlier curls, lift vertically



D curls look messy when they grow out a little as their tips flop over due to the weight and there's less neighbouring ones to hold it up.

If curlier curls are not directed outwards at the outer corners, they cup the end of line like a bowl, as seen here. More on this later.



Lengths and Curls

When each curl of the same length is side by side, they look very different.

Knowing how curls interplay is important. You may run out of a length in one curl and need to use something similar, so using an 8B when you've run out of 9Cs.

It's also important when you learn to mix curls when lashing to blend them and create certain looks.

See how similar a slightly longer and curlier curl looks, when compared to a slightly shorter and less curly one.

	7	8	9	10	11	12	13	14	
J									J
B									B
C									C
CC									CC
D									D
	7	8	9	10	11	12	13	14	

Similar

1mm shorter and **less** curly

9C is to a 8B

11CC to a 10C

13B curl to a 12J

Different

1mm shorter and **more** curly

9C and 8CC

11CC and 10D

13B and 12C

Note: The shorter the extension, the curlier it is. Even in softer curls like a B curl.

Thicknesses

There's a growing range of lash thickness with some shown here

For individual application (Classics, 1:1), 0.10mm to 0.15mm ranges are recommended.

Thickness in mm	0.03	0.05	0.07	0.10	0.12	0.15	0.18	0.20	0.23	0.25	0.30
	Ultra-fine			Fine		Thick	Extreme		Far too heavy!		
Purpose	Dark and light Volume			Light Volume & 1:1		1:1	1:1 with care		Not recommended		

Thicker lashes over 0.18mm are heavy an 'plastic' looking.

Finer 0.10mm extensions are good for those with fine or weak natural lashes.

It's great to use different thicknesses in your lash sets!

Image **a** shows the difference between the finer and thicker extensions.

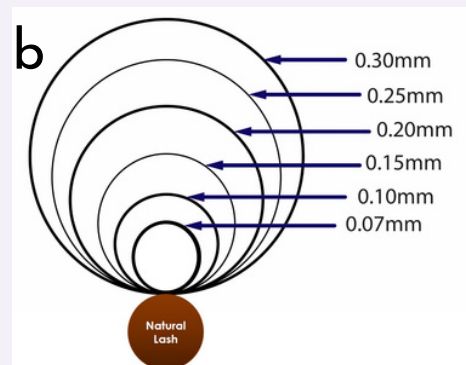


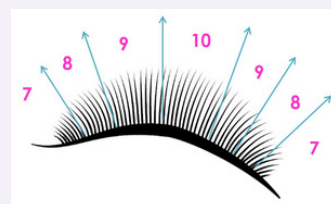
Image **b** shows different thicknesses on top of an average natural lash that's 0.07mm thick. It's to scale.

Hopefully you can see why I recommend using no more than double the thickness of the natural lash and to be mindful of the lengths you use.

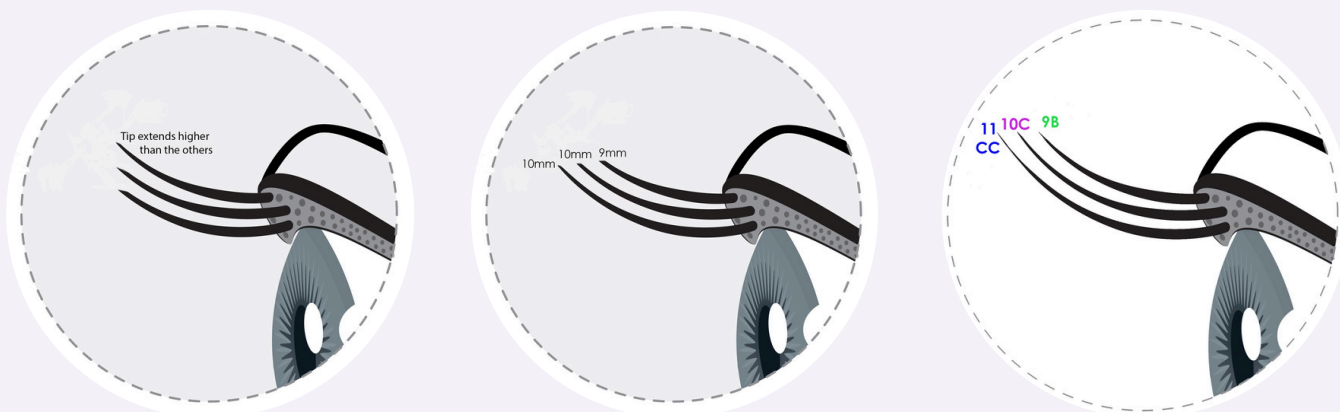
Mixing extensions

Neat top lines. . .

The 10mm section of the lash map shows that you will use 10mm lengths in that section. If you place the same length on the top layer, you may have extensions that look longer than the others if the natural lash is set a little higher in the layer.



Use extensions that are 1mm shorter along the top lash layer as shown here. This will make your lash sets look neater.

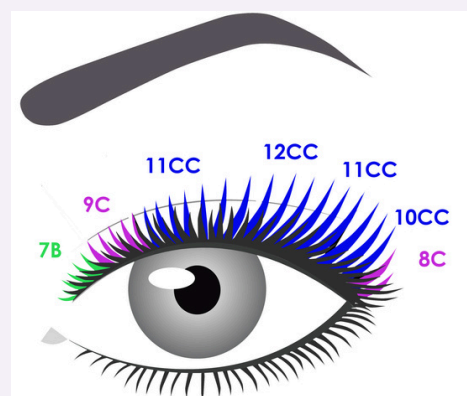


For precise neatness (smooth top line), mix the lengths and curls in the layers as shown above. The easiest way to see the pattern is to choose the length and curl on the bottom layer (**11CC**). Use 1mm shorter and less curly in the middle layer (**10C**). Repeat for the top layer (**9B**).

Mixing curls along the eyelid

Mixing curls along the eyelid as mapped here, is a bespoke styling technique that helps to accentuate or disguise issues. More on that later!

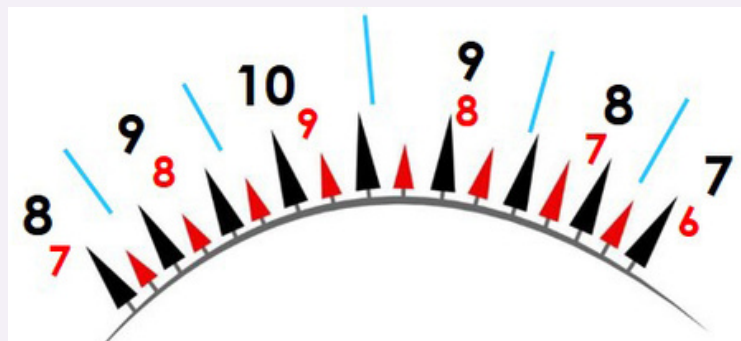
See how I jumped a length when I changed curls because of the similarities described on page 25.



If I changed to 8C after the 7B section, they would look too similar, so the length needed to be increased. You can use a couple of 8C extensions on the bottom lash layer at the point where it changes. This will help to blend the curls.

Feathering

Shorter lengths can be blended (feathered) through all of the layers too. This makes the set look darker and fluffy. In this lash map, some 9mm extensions have been added in the 10mm section. Place them randomly in the layers.



You could also use thicker extensions for the shorter lengths and place them on the lower layer for texture and density! The number of shorter to longer extensions is up to you!

There's endless creative possibilities!

The range of colours

Black lash extensions are commonly used but they can look harsh on people who:

- Are naturally blond or red headed
- Are more mature
- Usually wear brown or brown/black mascara

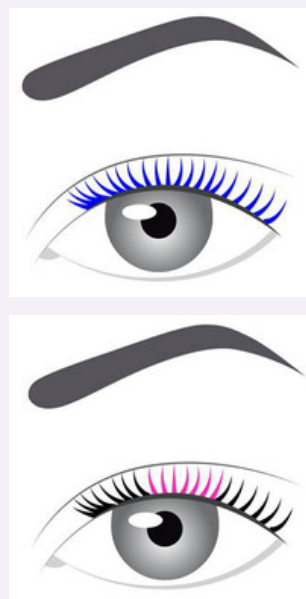
Brown lashes are slightly softer framing. They can be used on their own or blended with some black ones along the lash line.

Using colour lashes is very creative. You can use all one colour, like electric blue ones! Adding some coloured lashes in with black or brown extensions really works well too. They're best placed on the lower layers so they can be seen when you client opens their eyes. Mirror their positions on both eyes for evenness. They're really striking in natural light though less obvious under artificial lighting.

Placing them above the pupil and iris really accentuates eye colours. Above brown eyes, green extensions work well and blue or purple for blue eyed clients.

There are two tone or ombre lash extensions available that have black bases with colour tips.

You can use black or clear adhesive to bond coloured extensions. You're only dipping 20% of it in the adhesive so it will look 'clean'.





4. Consultations

Consultations are essential to ensure that your client is suitable for treatment and consent to it. You learn what they're seeking to achieve from their treatment and you can assess if it's possible. You also need to perform a patch test that may help to determine if they'll be okay with the products that you use at that time.

A professionally led consultation reflects highly on your business. It's an opportunity to demonstrate how competent and conscientious you are about your services. They should take place in private and be treated in the strictest confidence.

Record keeping

You should have a Suitability and Consent form and a Service Record for each client. You must record your treatment services and anything relevant and be updated as soon as possible whilst it's fresh in your mind. They should include treatment plans (what products you use and how you use them, such as your lash maps) so you can replicate the treatment that was agreed. Record all relevant messages/discussions with your client like notice of a reaction to your treatment. What they tell you, what you see, what you do and what you say should be written (recorded) on their Service Record. In the event of a claim being made against you, this is your evidence to support your case where liability is investigated.

Use a pen rather than a pencil as this will ensure that your records last for the time that you need to retain them. Furthermore, you are less likely to be accused of altering them for your benefit. You should safeguard your records and retain them for a period of time that is directed by your insurance provider. You will need good reason to retain them any longer than that if you are to comply with your legislative duty under the Data Protection Act (law applicable in England and Wales). You are bound by the principles of the Data Protection Act so what you write or record in your records must be accurate, adequate and relevant and you are responsible for maintaining their confidentiality.

Your consultation with each client should cover:

- a. Suitability for treatment. Checking for contra-indications that would prevent treatment
- b. Obtaining their informed consent for you to treat them so they know what to expect
- c. Ascertain what they are seeking to achieve (look) and what will work best
- d. Perform the patch test using all the products used to treat
- e. Recognise and deal with contra-actions both during and after treatment

Encourage any questions and confirm appointment date/time, prices and payment methods. This is a good time to tell them about your late cancellation notice or missed appointment policies so they're clear on your terms of service. There's a sample Suitability and Consent form coming up. This is the best place to state your policy where you invite you client read and sign to acknowledge that they respect it.

a. Suitability and contra-indications

You need to know whether your client is suitable for lash extensions at this time. You'll need to consider whether there are any **contra-indications** that could prevent you from being able to treat. Contra-indications are conditions or factors that may pose a risk to you and your client. This next section guides on whether you can treat for certain conditions. If you are in any doubt, **don't treat**. This safeguards your client, your business and our industry.

Clients may disclose medical conditions. You may suspect it from symptoms they describe or from what you observe. **We are not qualified to diagnose or recommend treatments for any conditions, not even products like antihistamines that can be obtained without a prescription. This is beyond the scope of our role and training.**

If you think that a client has a condition that they may not know about, advise them that you're unable to treat them and explain why. For example, you may see symptoms that resemble blepharitis. You can describe what you can see and ask if they've noticed it and it's why you can't treat right now. Recommend that they seek some advice from a medical professional and once clear, you'll be able to treat.

Never ignore the tell-tale signs of a potential undiagnosed condition. Your duty of care outweighs any concerns about loss of earnings. You'll lose more if you are sued.

Here is a list of contra-indications with information about what they are, their symptoms and whether you can treat. Some are marked with an asterisk character. This is part of an exercise that you will be set after you have read this section.

Condition	What	Symptoms	Can you treat?
Chemotherapy	A treatment that can stop cancer cells dividing and reproducing	Hair loss is common and re grows most cases but may be weak early on	Wait at least 6 months. Only treat if the lashes are strong and healthy
Alopecia*	Either partial or total hair loss is experienced	Indicative of an underlying psychological or physical condition (e.g. hormonal), or due to medication	Not recommended
Psoriasis* near eye area	Believed to be genetic and not contagious. It is where the immune system is triggered in error so skin cells are produced too quickly	A patch of dry, red, scaly and flaky skin disorder that can feel dry and itchy	Not wise to treat as it may cause discomfort or risk getting flaky skin caught in the treatment

Condition	What	Symptoms	Can you treat?
Eczema* near eye area (also called dermatitis)	May be caused by contact with irritating substances, triggered by allergies and may be genetic. It's not contagious	May be red and swollen with cracked and itchy skin that may bleed in severe cases	Not wise to treat as it may cause discomfort or risk getting flaky skin caught up in the treatment
Stye* (Hordeolum)	Usually caused by a blocked and infected gland at the base of the lash in the follicle.	A painful swelling is visible on the outside of the eyelid	Don't treat whilst it's visible and uncomfortable
Cyst* (Chalazion)	Meibomian glands behind the lashes helps to keep the eyes moist. If blocked, causes a fluid-filled swelling that looks like a lump no bigger than a pea	It can become infected and feel painful until it settles into a hard lump. A smooth yellow cyst is visible inside the eyelid	Do not treat whilst visibly present as it is likely to cause discomfort
Glaucoma*	The optic nerve is damaged by fluid build-up due to blocked drainage ducts. They increase the pressure inside the eye so vision deteriorates. It is one of the leading causes of permanent blindness	May include peripheral vision loss, sudden blurred vision, and pain. There may be no symptoms before vision is lost. There is no cure	Do not treat unless consent is given by a medical professional
Blepharitis*	Inflammation of the lid line and hair follicles by a bacterial infection or lash mites. Rigorous eye, lash and face cleansing is essential to prevent this	Causes itchiness with white deposits or debris in the lash line by the hair follicles	Do not treat

Condition	What	Symptoms	Can you treat?
Lash mites (Demodex)*	Mites have semi-transparent bodies, 8 legs and scales to anchor them in the hair follicle where they lay eggs. Thrive on dead skin cells and sebum. Grow up to 0.4mm long. They move around at night. Passed by direct contact	People may not know that they have them unless diagnosed	Do not treat
Cataracts*	The eyes lens becomes cloudy so light to the retina is obstructed causing blurred vision	It's painless and can develop over a long time causing sight to gradually get worse. Surgery can help. Leads to blindness if untreated	Not wise to treat unless consent is gained from a medical practitioner
Conjunctivitis*	Inflammation of the conjunctiva. There's: Infective - caused by bacteria or a virus Allergic - caused by a reaction to things like pollen, makeup, contact lenses & cleaners Irritant - from contact with irritants e.g. shampoo	Eyes may be itchy, watery and often with a sticky discharge that coats the eyelashes	Do not treat whilst infected. Leave 4 weeks clear of symptoms before treating
Dry eye syndrome	Not enough tears made to keep the eyes moist, or the tear quality isn't keeping them evenly wet	Can cause irritation and redness of the eyes	Do not treat unless consent is gained from a medical professional
Hay fever	Tiny pollen particles irritate and trigger an allergic reaction when in contact with the cells lining the mouth, nose, eyes and throat	Symptoms include sneezing, runny nose, watery and / or itchy eyes	Rubbing itchy eyes may detach the extensions or pull the natural lash out too. If watering, do not treat as they will not last (adhesive is shock cured making it weak)

Condition	What	Symptoms	Can you treat?
Suffer from extremely oily skin and hair	Skin can over produce sebum (oils) and oil weakens the adhesive	Clients can advise if they suffer though it may appear obvious from their hair and glowing skin	You can treat but advise that it could reduce the lifespan of the treatment. Meticulous cleaning helps
Eyelash perming or lifting	Chemicals are used to lift the natural lashes from the lid line	If it was done a month or two ago, new growth will appear and be much straighter in comparison to older lashes	Curls may be too severe so little contact possible between lash and extensions. Let that lash cycle shed (2-3 months) and treat the lashes in their natural state

Condition	Can you treat?
Injuries or conditions that may or will be aggravated	Check if they can lay comfortably in a reclined position for the duration. If they can't, do not treat. If they can but need to move occasionally for comfort and you can accommodate it, record what you've agreed to do on their Suitability and Consent form. They know how to manage their needs better than you.
Medication	If your client is taking any medication, prescribed or otherwise, it may interfere with how the treatment lasts. If they advise that they are losing lots of extensions and that's unusual for them, their medication may be the cause. If you are concerned, ask them to seek advice from their medical practitioner or wait until the course of medication is complete before treating again
Recent surgery	Any recent surgery in or around their eyes may require time to heal. The way we treat or our products may cause discomfort or sensitivity. Laser eye corrective surgery needs at least 6 months and cosmetic surgery requires at least a year. Do not treat any sooner unless you have consent from a medical professional
Cuts, abrasions, inflammation or swelling in or around eye	Visually inspect their eyes for these conditions. Treating may cause discomfort or aggravate their condition and delay the healing process, so do not treat. A fresh cut may bleed and you should be mindful of cross infection
Pregnancy	Provided that your Insurer agrees and your client is comfortable, you can treat. From the third trimester (28 weeks+), they should not rest flat on their back for long periods. The weight of the uterus presses on the major vein (vena cava) that returns blood from the lower body to the heart. It may interfere with the flow of blood and nutrients to the placenta and the foetus. Many women experience temporary changes in hair texture and growth during and/or after pregnancy. Hormones can cause hair to grow faster and shed. This is more noticeable when wearing extensions so they will need more regular infills
Contact lenses	Remove before treatment. They can dry on closed eye. If adhesive enters the eye, it needs to be flushed thoroughly with water or saline and lenses are a barrier

Condition	Can you treat?
Wears glasses	Check how close their natural lashes are to the lenses when they wear their glasses. This is the space you have to work with. Shorter extensions and curlier curls are less likely to touch the lenses.
Eyelash curlers	They can crimp the lashes or pull them out. Advise them to stop using them to allow their lashes to rest and recover
Light sensitive	We use an overhead lamp that's bright. Those with light sensitivity may find this uncomfortable. It may cause watery eyes or the need to scrunch their eyelids together. If this happens, do not treat
Sensitive skin	<p>If they have sensitive skin, or it's sensitised to certain stimulus, ask if they know what they're sensitive to. If it happens to be an ingredient in your products, you can't treat them.</p> <p>Some may not know the cause so it's wise to perform an extended patch test by adding a few more extensions. More on this coming up.</p> <p>If they're allergic to plasters, it may be the adhesive on them. Patch testing only lasts for a few minutes and not the 1-2 hours of a full treatment. Apply some of your tape or a piece of an eye pad to their skin (inner arm works well) and ask them to keep it in place for 1-2 hours and check how they got on with it before treating.</p>
Claustrophobia	<p>Clients need to relax and rest still and their eyes must remain closed during treatment for safety. This can be difficult for those who fear small or confined spaces. If they become anxious, they may move about and fidget or experience uncontrollable lid flickering.</p> <p>If either of you are concerned, do not treat</p>

Other considerations

There may be conditions that are not listed. If you're unsure if it's okay or safe to treat, double check with your insurer.

You know that you can't diagnose a condition or determine whether it is safe to treat. Your client may have been diagnosed with a medical condition and are or were under the care of a medical professional. This could be a heart condition or recent surgery for example. It may be possible to treat them if you're in receipt of a letter from their medical professional giving permission to do. Ask your insurance provider for clarification.

Be mindful that a medical professional may not be familiar with the treatment in terms of what it is, how it is done and what is used to do it. It helps to provide clients with an explanatory letter to pass on to them. Here's an example.

Doctor's Referral ~ example letter

[Your Name]
[Company name]
[Your full address]
[Telephone]
[Email]

[Date]

Dear Sir or Madam

I provide eyelash enhancing treatments using lash extensions. I have been approached by my client [Name] who is seeking this treatment. They have disclosed a medical condition or matter that you are or have been treating. At this time, I cannot treat them without your consent.

To inform your decision, I offer the following information about what the treatment is, how it is done, expected duration and what I use.

- The recipient lays flat on a beauty couch or they are reclined in a chair for the duration. This is around [state expected time].*
- I cleanse their natural lashes using a specially formulated lash cleanser. They are dried with tissues and a hand held fan.*
- Their lower lashes are protected (secured) using eye pads or surgical tape like micropore. This is prevent them from being drawn into the treatment. The adhesive of the pads or tapes are in contact with the skin under their eyes. Their eyes remain closed throughout the treatment.*
- I use sharply pointed tweezers to isolate a suitable healthy adult lash that will carry the lash extension/s. The tips of those tweezers rest gently on those pads or tapes.*
- Lash extensions made of PBT are carefully bonded to a number of healthy looking natural lashes, between 0.5 - 1mm away from the eyelid using a specially formulated adhesive that contains cyanoacrylate. This may be repeated between 50 to 130 times per eye.*

The Safety Data Sheets for the products that I use are available on request/on my Website at [web address].

If you believe that it is possible for [name] to have this treatment, I require your consent in writing. Any costs for this service must be met by [name].

Yours sincerely

[Signed]

[Name and title]

If they consent to their patient being treated, this should be in writing and kept with your client's Service Record. Check each case with your insurer to be sure before treating.

Exercise 2.

Find an image for each contra-indication marked with an (*). This will help to familiarise yourself with what they look like. There are 10 of them. The internet is a good place start.

You now know what contra-indications are and what some of them look like. During your consultation, you need to ask your client a number of questions to establish whether they have any contra-indications. You don't need to do this before every treatment, but you should check whether anything has changed before you treat. You can do this by asking how they have got on with their lashes since you last saw them and whether they have experienced any issues. It's also good practice to revisit the Suitability form annually to be sure.

The contra-indications you need to consider are listed on this detailed example of a Suitability and Consent form.

Your consultation should be meaningful. It's good practice to complete this form in person with your client. It shouldn't be handed to them to complete and they shouldn't be asked to complete it in isolation through a booking system.

If you engage them in a conversation about whether they have any of these conditions, you can be sure that they understand what's being asked and you can better spot any concerns about non-truths! Clients eager for lashes may withhold details that would prevent you from being able to treat. Be vigilant to this and never shortcut a consultation to save time.

Consultation Form for Lash Extension Treatments



Name		Date of Birth
Address		
Phone	Email	
How did you hear about me? Word of mouth Instagram Facebook Website Referral Other (being)		

Suitability for Lash Extension Treatments

Conditions that may require permission to treat from a medical practitioner

	No	Yes - Notes
Have you had chemotherapy in the last 6 months?		
Have you had vision correction surgery in the last 6 months?		
Have you had surgery near your eyes in the last 12 months?		

Conditions that may restrict the ability to treat

	No	Yes - Notes
Have you had a lash extension treatment before?		Any issues?
Are you allergic to glues, tapes or plasters or have any other allergies that you are aware of?		
Are you pregnant or is there a chance that you might be?		
Do you have or have you had any of these in the last 4 weeks:		
Conjunctivitis <input type="checkbox"/>	Cysts <input type="checkbox"/>	Styes <input type="checkbox"/> Folliculitis <input type="checkbox"/>
Blepharitis <input type="checkbox"/>	Itchiness <input type="checkbox"/>	Other conditions/infections (state) <input type="checkbox"/>
Do you have, suffer or experience:		
Respiratory issues (e.g. Asthma) <input type="checkbox"/>	Cataracts <input type="checkbox"/>	Glaucoma <input type="checkbox"/> Blepharoplasty <input type="checkbox"/>
Dry Eye Syndrome <input type="checkbox"/>	Alopecia or Madarosis <input type="checkbox"/>	Trichotillomania <input type="checkbox"/> Hay Fever <input type="checkbox"/>
Claustrophobia <input type="checkbox"/>	Watery Eyes <input type="checkbox"/>	Light Sensitivity <input type="checkbox"/> Hypersensitive Skin <input type="checkbox"/>
Do you have near or around your eyes:		
Eczema or Psoriasis <input type="checkbox"/>	Cuts or Abrasions <input type="checkbox"/>	Inflammation or Swelling <input type="checkbox"/> Any Discomfort <input type="checkbox"/>

Factors that may affect the treatment

	No	Yes - Notes
Do you have oily skin or hair?		
Are you taking any medications, prescription or otherwise? Notably, Contraceptives, Hormone Replacements or Thyroid medication		
Have you had your lashes permed/lifted in the last 3 months?		
Do you use eyelash curlers?		
Do you use a lash serum or eye drops?		
Do you wear contact lenses or glasses?		
You will be laying in a reclined position for some time. Will this be a problem? For example, aggravate a pre-existing condition.		If yes, state below the Condition, Risk and Plan agreed to remove or reduce that risk. For example: Whiplash. Risk of discomfort e.g. take breaks.

Consent for Lash Extension Treatments



Please read the following and ask for clarification if needed. You will be asked to sign this form to provide your consent to be treated, having agreed or acknowledged the following:

My Lash Stylist may apply lash extensions to my natural eyelashes or remove them as necessary. I understand that I may need to have a Patch Test done at least 24-48 hours before a full treatment is possible. This is where 2-5 extensions are applied to my natural lashes in the way the treatment is usually done, using all the products used to treat. The length, thickness and curls used will be determined by my Lash Stylist to ensure that the health of my natural lashes are always cared for.

I confirm that they have explained that:

- I understand that despite a successful Patch Test, there are occasions, though rare, when someone could experience a reaction to a treatment whether it's their first time or after many. If this happens, I will advise my Lash Stylist who will offer to remove them if it is safe to do so following assessment of the treatment area.
- I understand that a reaction could include irritation, redness, itching, puffiness or swelling in or around one or both of the eye areas that may cause discomfort. I may consult a Medical Practitioner at my own expense.
- In the interests of safety and to get the best results from my treatment, I will:
 - Remove any eye makeup for every appointment and arrive with clean lashes.
 - Remove my contact lenses for every appointment (if worn).
 - Keep my eyes closed during treatment until invited to open them.
 - Lay still for the duration of the treatment and keep talking to a minimum to facilitate this.
 - Follow the care advice given and keep the aftercare advice leaflet for reference. If I do not follow this care advice, I understand that it may affect how long my treatment lasts and how it looks.
 - Tell my Lash Stylist if my medical circumstances change as they may affect future treatments.

I agree to respect my Lash Stylists cancellation policy in recognition of their loss of earnings. I will give as much notice as possible should I need to reschedule my appointment. I may be asked to pay a cancellation fee in certain circumstances that may need to be settled before another appointment is offered.

Important Notice: Infection Prevention Policy following the Coronavirus (COVID-19) pandemic

Personal safety is our priority. This policy has been implemented in line with our risk assessment. It takes current government advice into account and that from professional bodies. **Thank you for helping us to work safely.**

Before your planned appointment	If you, anyone you live with or anyone you have come into contact with has any Coronavirus symptoms (diagnosed or not), please tell us as soon as you can. This includes unrelated symptoms where you are not feeling well. Your appointment will be cancelled. We are happy to reschedule it for when you are feeling better or following the recommended period of self-isolation in line with current guidelines.
Attending your appointment	Please arrive for your appointment at the agreed time only. This will ensure the safe passage of people and protect the time needed to perform the necessary sanitation procedures between clients. You will be invited to wash your hands in line with NHS guidance. Please only bring what you need and do not bring guests along. For certain treatments, you may need to wear personal protective equipment like a facemask. We welcome contactless payments wherever possible.
After your treatment	In line with current Government guidelines, please contact us immediately if you or someone you have been in contact with experience Coronavirus symptoms. We can then take steps to prevent a further risk of infection to others.

GDPR Data Privacy Notice

We take your right to privacy seriously. We need your contact details so we can manage appointments. We need certain medical/health details to ensure that it's safe to treat you. Details are recorded on this Form that's stored securely. We will not pass your information on and it will not be used for marketing purposes.	You have the right 'to be forgotten'. Insurance provisions require us to retain relevant records for up to 7 years. If you wish 'to be forgotten', we cannot offer/continue treating.	You have the right to see the data we hold about you. To help us, please do so in writing and we will act ASAP. You may ask for corrections if needs be.	In the unlikely event of a data breach (records lost/stolen), we will advise the Information Commissioners Office (ICO) ASAP and those affected. You have a right to notify the ICO if you are concerned about our handling of your data. We welcome the chance to allay any concerns directly.
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I am over the age of 18 years	<input type="checkbox"/>	I have read and agree with these Terms & Conditions of service	<input type="checkbox"/>
I have read/understood the Privacy Notice	<input type="checkbox"/>	You may collect/process my data as it's needed to contact/treat me	<input type="checkbox"/>
You may take photos for marketing purposes	<input type="checkbox"/>	The information I've provided is true to the best of my knowledge	<input type="checkbox"/>

Signed

Print Name in Full

Lash Stylist Signed

Date

| | 20

DD | WW | YYYY

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b.Consent

You need your clients 'informed consent' to treat them, before you treat them.

For it to be 'informed', your client needs to know what to expect.

It's professional to explain:

1. How the treatment is done
2. That there is a risk of a reaction
3. What to do if a reaction occurs

1. Explain how the treatment is done

You could say:

- You'll be laying on my beauty couch for [state time]. . . (Check if okay so you're not rushed)
- I use tape to protect lower lashes. You can then close your eyes and relax
- I use tweezers to isolate a natural lash to treat. The other pair is used to pick up an extension, dip it in glue and place it on your lash. That's repeated many times to create your look
- When I've finished, I'll ask you to open your eyes

2. The risk of a reaction

Once a client knows how your treatment is done, you need to explain in simple terms, that as with many treatments, there's a small risk of a reaction (contra-action) during or after treatment. They may become sensitised to one or more of your products. How you explain this is important as you are alerting your client to this point, rather than causing alarm. Your client can then decide whether to be treated or not.

Explain that a patch test is done as a way to see if they're suitable for treatment with the products that you use at that time. It's not fool proof but it can help in some cases.

3. What to do if a reaction occurs

Tell them what to do if they experience a reaction after the patch test. You could say:

- I need to patch test you with the products that I use to treat. This is to check if you're okay with them at this time.
- This needs to be done, even if you've been treated elsewhere before.
- A reaction to this treatment is rare but it can happen. The symptoms may be redness or itchiness around the yes. In more severe cases, puffiness, swelling or pain in or around your eye
- If anything like this happens or you have any concerns, please tell me immediately
- If you're concerned, you may wish to see a medical professional. This will be at your own expense. Please let me know when you can

c. Client wishes - and determining what's best for them

What your client is seeking to achieve from their treatment?

Your client may want a **natural, noticeable** or **glamorous** look. They may also ask for particular features (styles) like longer lashes at the outer corners (Cat eye style). Sadly, not many people suit that look. You'll find out more about styling recommendations soon.

With knowledge and experience, you'll learn to determine what will work well for each person. **There'll be times when you have to tell them that you are not prepared to do what they want as it may not suit them or will overload and harm their lashes.**

Here's some good rules and sound advice. . .

Does your client know what they really want? Do you?

Your client's interpretation of 'natural', 'full' or 'glam' may be very different from yours. You can show photos of your work but you need to forewarn that a particular look on someone else will look different on them. Their natural lashes, eye, lid, brow and face shapes are different. It's similar to asking a hairdresser to replicate another person's hair style. They may carry their look because of their lovely thick hair whilst yours is ultra-fine and limp! You won't get and expect the same results so take care to set expectations from the outset.

Never second guess what they want. You'll hear horror stories where they've been given mega long lashes that reached their brow when they just wanted a natural look.

What's the difference between the look and style?

Let's keep this simple.

Think of the '**look**' as being how 'in your face' they are.

- How long or short = lengths
- How light or how dark = thicknesses
- How lifted or elongated = curls

The '**style**' is about where you place them!

You'll soon learn some styling terms like Doll, Rounded, Squirrel and Cat. It can be confusing so just think about where the longest lengths need to start and work from there. There's much more about this coming up.

Set expectations of what's achievable

You can only work with what nature has given your client. It's not always kind. If their natural lashes can't carry long and thick extensions, tell them! You'll be blamed for poor retention and any harm to their lashes.

Never overpromise

Set expectations about how long the treatment will last. Never overpromise. This is illegal and dishonest. Misrepresentations are often seen advertised, asserting that they'll last for 2-3 months, 'with regular infills'. This misleading will lead to complaints.

Be prepared to say 'no'

If your client is not prepared to accept your professional advice and insists on an inappropriate treatment like super long lashes, don't do it! You'll be responsible the outcome! Suggest they use false lashes as that will be the only way to achieve the look they want.

How many extensions to apply?

Firstly, let's recap on what you need to know about the natural lashes.

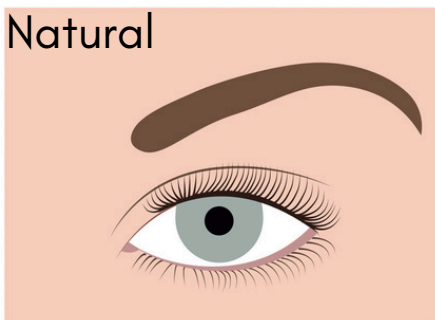
- The number of natural lashes varies from person to person
- They may range between being sparse at around 90 lashes to a fuller 160 or more
- Infant lashes should not be treated
- There's not the same number of natural lashes on each eye
- There's not the same number of treatable lashes on each eye as they are all on their own growth journeys. This also varies between infills too.
- As a guide, you don't have to treat to every suitable lash (the healthy adults). It depends on the look you're creating (how light or dark).

The number of extensions you apply will depends on the look you're creating and your clients natural lashes. For example, someone with lots of natural lashes wanting a natural look will need more extensions than someone with a very few lashes. This is why a fixed price pricing strategy doesn't work as one size doesn't fit all as you'll be doing more work on some and less on others. It's wise to price your treatment based on what you need to do for each person, taking into account the time you spend (this includes overheads like utilities!) and the amount of products you use.

What look will work best for them?

So, your client may want a very **natural** look, or one that is a bit more **noticeable** or even a **glamorous** one.

Natural



Noticeable



Glamorous



Clients will generally understand these terms so let's consider them in turn in this chart:

	Very Natural	Natural	Noticeable	Glamorous
Volume	Apply 40 to 55 to outline (half set)	Apply 50 to 80 lashes to darken	Apply 75 to 100+ lashes for effect	Apply 100+ lashes for the 'wow' factor
Length	Same as natural lash or they will look sparse and in need of an infill	Same as natural lash or up to a 2 millimetre extension	May extend up to 50% of the natural lash length, so a 6mm lash with a 9mm extension	May extend up to 60% the natural lashes length if they are strong, and no more
Thickness	Not more than 0.15mm. 0.12mm or 10mm work well. Can mix but ensure even numbers on each eye		Up to 0.15mm. 0.12mm lashes work well. You can mix them too	Up to 0.15mm or 0.20 Flat lashes
Curl	Use a curl that is similar to their natural lashes		Curlier curls are noticeable and glam 'face on' Longer but softer curls are more noticeable 'side on'	
		To lift, use slightly curlier, e.g. if their lashes look like a B curl, use a C		
Tips	Dark brown extensions may suit clients hair and skin tone better Can mix brown and black extensions CC or D curls will not look natural Treat Catagen lashes so they last longer before shedding		Lots of longer & thicker extensions leave noticeable gaps when shedding. Add shorter/thicker lashes (8-11mm in 0.15mm) or flat lashes for density Add longer lengths between them to create length. Curlier curls look longer Weak natural lashes: Use finer lashes for length, e.g. 0.12mm or use a shorter/curlier ones to look long	
Average full set time	45 mins - 1 hour	1 hour - 1 hour 30 mins	1 hour 30 mins - 2 hours	1 hour 45 mins - 2 hours
Average infill time	30 mins - 45 mins	45 mins - 1 hour	1 hour 15 mins - 1 hour 30 mins	1 hour 15 mins - 1 hour 30 mins

This guide is a general one for you to get the feel for it.

Usual full treatment and infill times are based on the average times of 20 lash artists having completed at 500+ sets of lashes so they are 'practiced'.

When you start out, it can easily take around 4 hours. This is normal. With practice, patience and perseverance, you'll quickly reduce that treatment time.

d. Patch testing

This is one of the most contested topics in lashing! Here's 3 trains of thought and my view based on experience and consulting with medical professionals.

Some do them every time, regardless of their insurer or products requirements with no exceptions. We need to consult them for suitability so I'd rather spend 20 minutes seeing someone in advance of booking a 2 hour appointment to find that I can't treat them!

Some offer the option to have one and offer waivers so clients. We're the professionals, not the clients. We can't say that a patch test is available but you don't have to do it. Claimant would say 'so why offer?'. Inviting someone to sign a waiver shows that you should have done one but let the non-professional in our contractual relationship decide. . . This is dangerous.

Some don't, arguing that it's a waste of time because the test only offers a limited exposure to the products or that allergies develop following repeated exposure. They're right about limited exposure. However, we don't know what they have been exposed to in the past. I've had positive reactions from patch tests so I choose to employ any reasonable safeguard in the interests of my clients safety and wellbeing.

What's a Patch Test?

It's like a **mini-treatment**, testing ALL off the products needed to treat, at least 24-48 hours beforehand. This includes cleansers, tapes, eye pads, primers, adhesives and debonders. If you **change** any of your products over time, you'll need to patch test again. Inform them first and record it on their Service Record, including the outcome of the test.

Old teaching and insurance practices demand that the glue is tested on the skin. This should never be done as it was never designed for this purpose. It can trigger allergies!

If your insurer directs you to patch test, you should do so.
You will invalidate your insurance otherwise.

If the products require you to patch test, you should do so.
If you don't, you may invalidate your insurance

If your insurer is not prepared to cover (protect) you for a malpractice or negligence claim being made against you, you're on your own and personally liable for costs if you're found at fault. If you are a sole trader then everything you own is at risk. If you're a limited company, your company assets that you worked hard to build.

Is this worth the risk?

How to do a patch test

It's like a **mini-treatment**.

You're testing ALL off the products used to treat, at least 24-48 hours before treating.

- Follow the steps in the chapter on 'Performing the treatment'.
- Assess the condition of their natural lashes (see below)
- Take a photo and keep it with their Service Record so you know the condition of their natural lashes before treating
- Measure their length to determine what lengths/thickness to use (see below)
- Apply up to 5 extensions on the outer corner lashes using thin extensions that are a similar length to their natural lashes. This makes it discrete. They can follow their usual routines and apply mascara on them if they wish.
- Advise that the patch test tests their suitability for treatment. 5 tiny extensions on their outer corners is not an indication of what the treatment will look like!
- Advise about what to do should they experience any discomfort. More on this next.
- Agree their treatment date and time, subject to the patch test being okay.
- Advise how long the treatment will take so they don't rush you!
- Advise about the price and ways to pay. It's unusual to charge for patch testing
- Take a non-refundable booking fee (optional)
- Explain your terms and conditions, e.g. cancellation or missed appointment policy.
- Explain how to prepare for their appointment (more on this soon)
- Expected the care that their new treatment will need
- Ask if they have any questions

Assessing the natural lashes

You need to assess their lashes so you can assess their health and suitability for treatment. When they're laying down with eye pads or tapes protecting their lower lashes, you'll have a really good view of their natural lashes. They need to be completely makeup free!

You're looking for:

Weak looking lashes that appear ultra-fine or brittle

They may be too weak to handle even the finest of lash extensions. You could advise them to try a lash serum to help them to grow.

Challenging lashes!

Some lashes are neater than others and you'll see some challenging ones. Lashes that point in all different directions, other than where they need to be. Some that are super curly and roll back on themselves and tickle the eyelid. Some that look frazzled.

They can be tricky to treat if inexperienced but don't shy away from the challenge. If you can master these, you can do anything!

If you treat, tell them that their retention may not be great due to their condition as there's far less contact between the extension and its natural lash due to its condition!

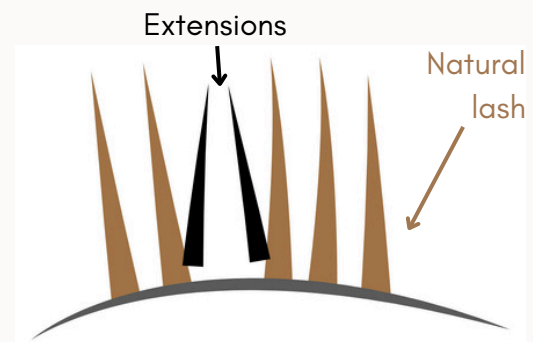
Flickering eyelids

Most flickers soon relax but if they don't see the chapter on Problem Solving.

Gaps where there's no lashes, or very few compared to the rest

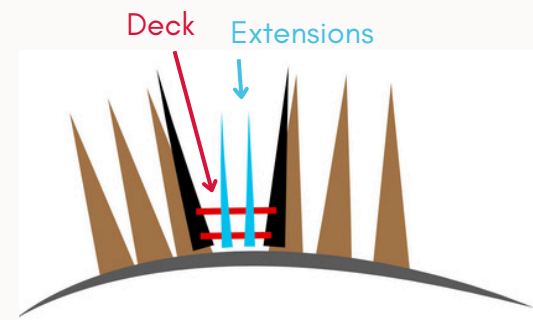
This may be due to a number of reasons, like alopecia, client pulling their lashes (trichotillomania) or a poor lash treatment.

If you treat around the gaps, you will accentuate the it and make it more noticeable. If the gap is small, placing the extensions to the side of the lash at the edge of the may be enough to hide it, as shown here.



Some lash artists use a 'bridging' technique to cover the gaps. This is where an extension is bonded to the lashes at the side of the gap.

Then 2 hairs (from the clients head!) or ultra-fine extensions are bonded from one side to another to make the **deck** as shown here. Slightly finer **extensions** are laid on top, bonded to the decking.



I don't recommend this technique.

The lashes holding the bridge are overloaded. Weight distribution isn't supported. Combing will break the bridge. Recommend rest or a lash growth serum. Reassess in 3 months.

Sizing the lashes

You'll learn to gauge the length and thickness of their natural lashes by sight. Until then:

- Assess where the longest natural lashes are along the lash line. They're usually near the middle section (above the pupil) or a little more towards the outer corner.
- Look for the averaged sized lashes – these will usually be catagen lashes. These are the ones you should measure. If you measure the longest ones (telogens) and determine the longest lengths you can use from that, you'll overload the catagen lashes when you treat them with the same sizes.
- Pick up an extension that looks similar to the length, thickness and curl of the longest natural lashes. Hold it in your tweezers close to the lash line to compare.

The extensions are applied 0.5mm to 1mm away from the eyelid so a 10mm extension will look like it's 10.5mm–11mm long.

What clients should do before their appointment

You can advise clients how to prepare for their appointment. This will help you to!

- Refrain from using eyelash curlers because they crimp the lashes
- Wear comfortable clothing and avoid wearing scarves and hooded tops. Hoods and scarves. These are awkward to rest their heads on and raise their heads too much
- Avoid drinking lots of caffeine or any alcohol as this can make their eyes flicker and they'll need a toilet break!
- Arrive on time. If they're late, it reduces your treatment time
- Come with clean lashes. If they need deep cleaning, this reduces treatment time
- Remove contact lenses beforehand for their safety and comfort
- Set their phone to silent so you can relax
- Leave children and pets at home so they can relax and we can work! If we're not clear, this happens! We cannot pet or childmind as that's not the service we're offering or insured for.
- Visit the bathroom beforehand so they can rest comfortably without interruption

Service Records

I've mentioned these several times because they're important. You must keep accurate and relevant records (information) about your clients' treatments. This includes

- Consultation and patch test
- Treatments (including what you used and how you used it (lash map with lengths plotted so you can do that again next time))
- Clients' contacts where they raise issues or concerns like the treatment not lasting, new health problems that may affect your ability to treat or contra-actions.

Update your records as soon as possible after each treatment or interaction when the information is fresh in your mind.

What you keep must be relevant. You can't keep notes about what you talked about at your appointment as a reminder about what you can talk about at their next one. This is beyond the scope of relevance.

Here is an example of a Service Record that has been partially completed for you.

This provides an insight to the level of information you need to be keeping.

Client Service Record for Lash Extension Treatments



Name	Iris Brown	Date of Birth	20/02/80
Address	1 High St, Curl Cr, Lashshire. LA1 1SH		
Phone	07521 904625	Email	julie@eliteeyelashextensions.co.uk

What do they want from their Treatment?

Very Natural	<input type="checkbox"/>	Natural	<input type="checkbox"/>	Noticeable	<input checked="" type="checkbox"/>	Glamorous	<input type="checkbox"/>
More Length	<input type="checkbox"/>	More Volume	<input type="checkbox"/>	More Lift/Curl	<input type="checkbox"/>	More Darkness	<input type="checkbox"/>

Eye Shape

Almond	<input checked="" type="checkbox"/>	Round/Wide	<input type="checkbox"/>	Narrow	<input type="checkbox"/>	Symmetrical	<input type="checkbox"/>
--------	-------------------------------------	------------	--------------------------	--------	--------------------------	-------------	--------------------------

Eye Setting

Close Set	<input type="checkbox"/>	Even Set	<input checked="" type="checkbox"/>	Wide Set	<input type="checkbox"/>	Deep Set	<input type="checkbox"/>	Protruding	<input type="checkbox"/>	Upturned	<input type="checkbox"/>	Downturned	<input type="checkbox"/>
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Eyelids

Monolid	<input type="checkbox"/>	Single Crease	<input checked="" type="checkbox"/>	Double Crease	<input type="checkbox"/>	Hooded (All)	<input type="checkbox"/>	Hooded (Middle)	<input type="checkbox"/>	Hooded (Outers)	<input type="checkbox"/>	Symmetrical	<input type="checkbox"/>
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Brows

High	<input type="checkbox"/>	Low	<input type="checkbox"/>	Straight	<input checked="" type="checkbox"/>	Soft Arch	<input type="checkbox"/>	Angled	<input type="checkbox"/>	Styled to Suit	<input type="checkbox"/>	Symmetrical	<input type="checkbox"/>
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Natural Lash Condition

Coarse	<input type="checkbox"/>	Thick	<input checked="" type="checkbox"/>	Fine	<input type="checkbox"/>	Fragile	<input checked="" type="checkbox"/>	Straight	<input type="checkbox"/>	Slight Curl	<input type="checkbox"/>	Curly	<input type="checkbox"/>
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Natural Lash Characteristics

Sparse	<input checked="" type="checkbox"/>	Full	<input type="checkbox"/>	Gaps	<input type="checkbox"/>	Crossovers	<input type="checkbox"/>	Frazzled	<input type="checkbox"/>	Upturned	<input type="checkbox"/>	Downturned	<input checked="" type="checkbox"/>
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Lash Layers

Few	<input type="checkbox"/>	Many	<input checked="" type="checkbox"/>	Compact	<input type="checkbox"/>	Spaced Apart	<input type="checkbox"/>
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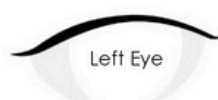


Left Eye

Map 1



Right Eye



Left Eye

Map 2



Right Eye

Lash Map 1

Curls	CC
Thicknesses	20% 0.12 80% 0.15
Lengths (if not on map)	
Colour(s)	Dark Brown

Lash Map 2 Changed your Map? Describe here

Curls	
Thicknesses	
Lengths (if not on map)	
Colour(s)	

As a part of your treatment service and duty of care, you must record the details of any relevant interactions with your clients. This includes your Consultation, Patch Test, initial and subsequent Treatments. There should be enough information to guide future treatment plans.

Relevant interactions include your client contacting you to advise about a problem, such as poor retention or having experienced a reaction. Note what you saw (take/retain photo), what they said, what they did, what you said and what you did.

Update your records after each treatment or relevant contact so the information is fresh in your mind.

Record of Treatments & Matters of Note for: Iris Brown					
Date	Treatment	Products	Observations (Lash Map number, Retention left at Infill, Aftercare concerns, Lash Health, Relevant Interactions)	Temperature & Humidity	Charge & How Paid
2.10.22	Consult	Elite Glue, Elite cleanser, Elite Primer, Micropore tape, Elite eye pads	Suitability & consent (S+C) form.. Lwr back ache. To say if needs a break or stop. Told to remove contact lenses beforehand.	20 °C 44 %	0
-	-			°C %	
4.10.22	Full set	- " -	No contra-actions from PT. 2.5 hours Back uncomfortable so short break given. Care advice given + leaflet	21°C 47 %	£60 Cash
22.10.22	infill.	- " -	No issues reported. 1.5 hours, little back discomfort but better. 60% left.	20 °C 50 %	£35 Card
10.11.22	Removal	Elite eye pads, Elite Debonder, Elite cleanser	Due for Laser eye surgery. Advised of 6 month wait before treating again	°C %	£20 Cash
				°C %	
				°C %	
				°C %	
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e. Understanding and dealing with contra-actions

Contra-actions are reaction experienced either during or after your treatment.

You need to be able to recognise contra-actions and what to do.

Your clients need about them too and what to do.

Symptoms

Contra-actions range from discomfort in or around their eye area to being quite painful in severe cases. Symptoms include

- General discomfort around the treated area
- Itchiness or irritation along the lash line or eyelid
- Red eyelids
- Red eyelids with a warm, hot or burning sensation
- Whites of the eyes (sclera) looking red and blood shot
- Whites of the eyes feeling dry and sore
- Puffiness or swelling of the eyelid and upper cheek area

They may have one or more of these and it can cause a lot of anxiety and concern.

You have a duty of care towards your clients.

Where discomfort is reported

You can remove the extensions and all traces of the adhesive with a debonder so long as they're not pain and have no swelling or burn sensations.

Wash the lashes and eyelid thoroughly.

Given the circumstances, this is usually free of charge.

If their symptoms persist or they're concerned, advise them to speak to a medical professional and to keep you updated. This will be at their expense.

Where pain is present

They could consult a medical professional at their own expense and ask them to keep you updated. If they don't, follow up the next day. Advise how they can access the Safety Data Sheets (SDS) for the products that you used. They detail of the ingredients and first aid recommendations. If you have a website, place them there so they're readily accessible.

Record keeping

Write down your clients concerns, exactly as they're reported to you, and describe what you see. Note the advice you give and any actions you take on their Service Record.

Take and keep photos whenever you can.

How contra-actions happen

People can have many treatments with no issues and suddenly experience a contra-action. It's the bodies way of saying '**STOP!**'.

Allergic reactions are sensitivities to allergens from contact with the skin, eyes and other areas. With lash extensions, they're usually confined to the treated area and happen fairly soon after the contact. Many reactions are mild and are more likely for those with a family history of allergies.

Can you re-treat when the symptoms are clear?

No, never. In the interests of their safety and your business and reputation.

You'll be surprised how many clients beg to have their lashes treated again after experiencing contra-actions! Please educate them to prevent them going elsewhere and putting themselves at risk. That's exercising your duty of care.

You can't expose them to the same or similar products so you can't try different ones like a so called sensitive glue in the hope that it'll help. We're not Dermatologists so this practice is beyond our professional boundaries!. You will be vulnerable in the event of a claim being made against you.

Myth busting

Sensitive glues are not sensitive. This is highly misleading.

They still contain the same or similar components to stronger glues but the quantities vary. You'll be applying the same or similar ingredients in the same place, albeit in different quantities. A reasonable person would consider this to be unreasonable and risky! Protect your client, your business and our industry.

A contra-action 'in action'

These photos show the symptoms of an allergic reaction. They woke up the following day in discomfort. They had red eyelids that and felt like they were burning and the area around their eyes are puffy.

The redness, swelling and discomfort eased at the end of the day and had significantly reduced the next day.



They'd had lash extension treatments every 3 weeks for 3 years with no issues – until now. They're no longer suitable for treatment as we suspect that they're allergic to one or more of the ingredients used to treat.

Summary on Consultations

Suitability

- Ask about, and look for contra-indications
- Record them on a Suitability form / Service Record
- If in doubt, do not treat, e.g. reacted to treatment in the past

Consent

- Advise how it's done
- Describe the risks and the reason for patch testing
- Advise what a reaction could be and what to do
- Obtain their signed consent to treat

Look

- What look does the client want?
- Assess the feasibility, e.g. not over-loading natural lashes
- Assess the lashes before patch testing
- Agree what you can do and why

Patch Test

- Test 24-48 hours before treating with all of the products
- Advise them to tell you if they have any reaction
- If they react, offer removal or if severe, see a doctor
- Write your advice and actions on Service Record

Confirm

- That you can treat if there's no contra-actions
- Agree the treatment time/date and how long it'll take
- Explain ways to pay and take a non-refundable booking fee (optional)
- Explain how to prepare for their appointment
- Expected the care that their new treatment will need
- Advise about cancellation and missed appointment policies
- Any questions?



5. Equipment and products required

Here is a quick checklist of the equipment and products you need.

Suitability/consent forms	Lash cleanser	Mascara wands
Client record cards	Water	Lash extensions
Pens	Water dispenser	Lash holder
Beauty couch	Tissues	Glue holder
Couch covers	Cotton pads	Glue
Couch roll	Lint free wands/brushes	Isolation tweezers
Shallow pillow	Headband/bouffant cap	Placement tweezers
Blanket	Eye pads	Fan / Air blower
Adjustable stool	Micropore/foam tape	Mirror
Overhead Lamp	Tape dispenser	Adhesive remover
Table/trolley	Microbrushes	Aftercare leaflets
Disinfectant/Steriliser	Cotton tips/buds	Hygrometer
Face mask	Primer	Prep tweezers

a. How the equipment and products work

This section explains how your equipment and products work. This is a guide and you should read and follow the manufacturers or suppliers instructions as this will ensure that you are covered by your insurance.

Suitability/consent forms

To record of your consultation exploring contra-indications and consent to treat.

Client Service Records

To record all of your relevant interactions with your client.

Pens

Use pens rather for paper based client records so they can't be altered.

Use a fine, soft tipped felt pen to draw your lash maps .

Beauty couch or reclining chair

There are a wide variety to choose from. Do you want a flat bed or reclining chair. Think about its purpose before investing in one, e.g. portability for a mobile service or stability for a salon.

Important considerations include: weight, size, height adjusting, back rest adjusting, frequency of use, depth of padding for comfort. Clients will usually be resting in a reclined position for up to 2 hours so comfort is important.

Pregnant clients entering their third trimester should have their upper body elevated from the waist rather than lying flat on their back. Having a couch with an adjustable back rest will cover this requirement.

Clients need to have confidence in your equipment so quality and stability is important. Your comfort's important. Some like to be able to put their legs under the table. Portable couches have stability panels in the way. Don't adjust these as the structure will be weakened, your warranty invalidated and you'll be liable for any injuries if it fails.

Couch / chair covers

Fitted covers look professional and helps to protect your couch/chair. They should be changed between clients and washed at a high temperature, least 60 degrees Celsius and dried quickly.

Couch roll

Placing a fresh layer of disposable tissue paper along the surface of your couch or chair for every client shows that you are committed to high standards of hygiene.

Shallow pillow

There is a growing range of memory foam pillows available with built in neck support. It is advisable to invest in a good quality one to support your clients head and neck. If their head is resting on the beauty couch alone, it can become numb and cause headaches and discomfort after a while.

Blankets

Clients can start to feel cold when laying still for some time. Blankets should be used once and washed at a high temperature, at least 60 degrees Celsius and dried quickly.

Adjustable stool / chair

A well padded height adjustable stool or chair can help prevent neck and back discomfort. Saddle stools/chairs are popular as they can help with posture. There are fixed height, lightweight fold-up portable stools available for mobile lashers. It's wise to adjust the height of your couch you suit the fixed height stool.

Overhead Lamp

Essential to avoid eyestrain and to see the tiny lashes! Models with flexible arms are needed so you can adjust the lamp into the position you need.

Table/trolley

You will need a clean, flat surface to rest your tools on. Trolleys on wheels can be easily moved into position. Height and portability is important. Place fresh couch roll over it so you can rest your lash tools on it.

Disinfectant/Steriliser

Sterilisation is the total removal and destruction of all living micro-organisms.

Disinfection is the destruction or removal of most living organisms to safe levels.

Whilst sterilisation is always be preferred, disinfection is sufficient for your tweezers and cleaning equipment like beds and trolleys.

Face mask

An essential part of your PPE (Personal Protective Equipment). Your mask should be an FFP3 mask or higher and replaced in line with its directions of use. They don't offer complete protection from the vapours from the adhesive, so good ventilation is needed and if you're particularly sensitive, a Source Capture Ventilation unit is a must.

Lash cleanser

Only specially formulated cleansers can be used to clean the lashes. Follow the manufacturer's instructions of use. Don't be tempted to home brew your own with baby shampoo as it was not designed or intended for this use.

Water

Fresh water is needed to rinse the lashes after cleansing. You can use distilled water as many of its impurities have been removed through distillation but tap water will suffice.

Water dispenser

A water dispenser with a fine spout helps to pour the water with precision. Always empty, clean and dry it thoroughly after use. Never store water in it for any period of time as it stagnates.

Tissues

Used for catching excess water when the lashes are rinsed and for patting them dry. Avoid using cotton wool or cotton pads as some of their threads can get caught in the lashes.

Cotton pads

They're handy to place near your lash tile when you're treating so you can dump wasted extensions on it to keep your workspace tidy. You can also place one at the bottom of your Barbicide jar to protect the tips of your tweezers from becoming blunt. It must be changed daily.

Lint free applicator (lip) wands

These are useful for cleaning the lashes and applying debonder to remove the extensions. These are 'one time use' implements and shouldn't be re-dipped into products or used on other clients.

Headband / bouffant caps

We rest our hands on our clients' foreheads. Headbands protect their forehead and also help to keep their hair at bay as you treat. Fabric headbands should only be used once and then washed.

Bouffant caps are another way of covering their forehead and keeping long hair gathered. To cover their forehead, fold a heavy duty tissue and tuck it under the elastic rim of the cap. Both should be disposed of after use.

Eye pads

Eye pads can be used to protect the lashes along the lower eyelid. This keeps them away from the treated lashes otherwise they'll stick together and opening the eye becomes problematic! One size doesn't fit all so there are different versions with deep or shallow curves to fit around the eye.

Micropore/foam tape

Micropore and Microfoam tape is soft and flexible. It can be used to tape lashes down as an alternative to eye pads. It can also be used to hold the eye pads in place, lift lid to raise the lashes off the pads or tapes or to tape up the lash layers. More on this coming up.

Tape dispenser

A handy tool to help dispense strips of tape. Tapes reels have sticky edges and can pick up debris so it is wise to keep it in some clean packaging. If you are mobile, small plastic lash boxes that are usually used to store loose lashes can make great tape cases.

Microbrushes

Lint free non-absorbent brushes hold tiny amounts of product like primer or debonder without destroying the brushes tip. Available in different sized heads. The 1.5mm size works well for most tasks.

Cotton tips/buds

Ideal for using with microbrushes to cleanse the lashes.

Primer

Liquid primer can be applied to the natural lashes with a microbrush to remove oils in the area where the glue will be used before treating. It's good to use on those who have oily skin or hair to ensure that there are no barriers between the glue and the natural lash. Always blot the microbrush onto a tissue before using as any excess can seep into the eye and make it sting. It's an irritant and flammable.

Mascara wands (spoolies)

Available with bristles or silicon heads and make for great lash combs. They can work better to brush the lashes to separate them at the start of a treatment than ordinary lash combs with thick 'teeth'. As you can't reuse it, cap its head in a 4cm piece of paper drinking straw to keep it clean and hand it to your client to help them care for their lashes.

Lash extensions

There's a whole chapter devoted to these and rightly so as there's a lot to learn!

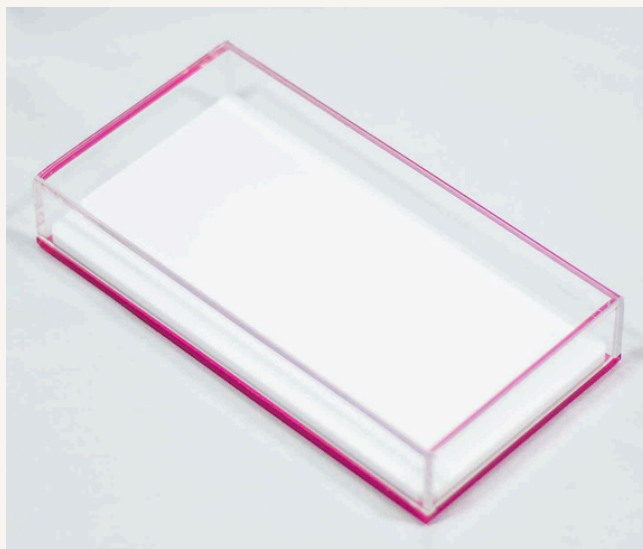
Lash holder

There's different ways to hold your lashes as you treat and it's about what works for you..

- **Lash tile/pallet** - you can rest your lash strips in numeral order on it. It's usual to use a tile for each curl and each thickness so you're organised!
It's placed to the side of your clients head as you work.

You can leave lash strips on the tile and refresh used ones with new ones.

This particular tile has an anti-glare surface and a lid to keep the lashes clean. Handy for stacking with your other tiles for storing. It's available on our website. .



- **Hand pallet** - you can have your lash strips resting on a palette strapped to the back of the hand that uses the isolating tweezers.
- **Headband** - you can have your lash strips resting on a tile attached to a headband that holds it in place over the clients forehead. These can get in the way as you work as it's usual to rest our hands on the clients forehead to keep them steady as we work.
- **Forehead pallets** - you can use a silicon styled pallets that rest directly on your clients forehead.

Here are some unrecommend practices. . .

- **Back of the hand** - the sticky lash strips placed on the back of the hand. Disposed of the unused lashes as placing back in the tray is unsanitary.
- **Clients forehead** - the sticky lash strips placed directly on the clients forehead. It's not clean. It feels unpleasant. The tape can cause allergies.
- **Eye pads** - the lash strips placed on the eye pads or tapes that protect the lower lashes. When picking up an extension, it can dislodge the pads/tapes. This frees the lower lashes to be drawn into the glue, sticking the top and bottom lashes together. They'd need to be tweezed apart and this is fiddly. Even worse, the eye pads could ride up into the eye and cause an abrasion that may need medical treatment.

Adhesive

The adhesive is the bonding agent that attaches your extensions to the natural lashes. You only need a few of drops for each client. There is a lot to learn about them so it has a special sub-chapter of its own that's coming up.

Adhesive holder

There's many ways to use the adhesive. Your drops can sit on a jade or crystal stone, on stone covers placed on your lash tile, in a glue ring, glue wells or glue pallets. They're made from different materials and you'll notice that different glues perform better with some of these options and not so well with others.

Isolation and Lash pick up/placement tweezers

There's a vast range of tweezers to choose from. They may be straight, curved or angled tips, long or short handled and light weight or heavy duty. It's about finding what works for you. Tweezers also have their own sub-chapter that's coming up.

Fan / Air blower

Handy for drying the lashes after cleansing. They don't speed up the glues curing (drying) time but they are quite refreshing to feel at the end of being treated.

Mirror

Offer your client a mirror to show off your treatment. One with a folding lid to protect the mirror is great for mobile therapists

Adhesive remover

Available as a gel, cream or liquid. It's applied using a microbrush or lint free applicator wand to break down the adhesive. It carries an 'irritant' warning and needs to be treated with respect.

The liquid form is not recommended a clients rest flat out or in a heavily reclined position as we treat. The liquid form can travel down into the eye and cause significant pain and discomfort. The eye will need to be flushed with plenty of water or saline solution.

Aftercare leaflets

As well as explaining how to care for their treatment, offer a leaflet for reference too.

Hand sanitiser

Hand sanitiser prevents micro-organisms growing but it doesn't remove dirt and organic matter. If your hands are visibly soiled, they need washed instead.

Apply it directly to your hands and rub the gel into your palms to your wrists, over the back of your hands and in between the fingers. Allow to air dry.

Hygrometer

Device reads and displays temperature and humidity levels as these environmental factors affect how your glue behaves and performs. There's more on this soon.

Prep tweezers

It's good to have a 'working' pair of tweezers for lifting and picking lash strips from their trays. Don't use your isolation or pick up tweezers as you will damage their tips.

May need. . .

Magnifying glasses

Our work requires good eye sight. Spectacle framed magnifying glass holders like this one have interchangeable lenses so you can choose the one that works best for you.



Some overhead beauty lamps have a magnifying lens with the light around it. These are far too warm and bright to rest close to your clients face as you work.

Nanomister

A hand held device that mists water. The lashes can be misted 5 minutes after treating to help the adhesive cure quicker.

De-humidifier

If the humidity in your treatment room is too high, your adhesive will cure quickly. This device can help to remove some moisture from the air.

Nebuliser

These produce a fine mist of water particles into the air to raise the humidity in the room.

Glue pins

Can unblock bottle necks where the adhesive has cured and caused a blockage.

Nozzle wipes

Handy for cleaning the neck of the glue bottle before replacing the lid.

Pliers

Handy from opening glue bottles!

Wooden spatulas

Rest the spatula under the lashes to absorb excess Primer as it's applied or when combing to stop the bristles from scratching the skin after the eye pads or tape has been removed.

Dental mirror

Good for checking the back of the lashes and to see if the eyes are closed.

Product safety

There is a regulation designed to monitor product labelling, composition, testing and traceability. It places a duty on cosmetic suppliers to protect the public. All of your products should be purchased from a reputable supplier who complies with the relevant United Kingdom (UK) regulations and not from online market places or unknown sources.

This regulation is why you can't create homemade lash shampoos from baby shampoo.

b. Adhesive

Lash adhesives vary greatly in:

- **Strength**
- **Cure speed**
- **Viscosity** (thickness)
- **Shelf life**
- **Optimum environmental conditions** (temperature and humidity).

Then there's various **bottle sizes**, 2ml, 3ml, 5ml or 10ml and a choice of **black and clear**.

So there's a lot to think about when choosing the best glue for you! Lash artists often blame it for poor retention. More often, it's **not** the glue, it's their skill level or environment.

Check the temperature and humidity levels using a hygrometer where you work. Then look for a glue that performs well in those conditions.

Temperature and humidity

Most adhesives require a room **temperature of 18-22 degrees Celsius** (64-72 Fahrenheit) and **humidity levels between 40-60%**. Humidity is the amount of water vapour in the air. You need to check the optimum performance levels for your particular brand and your supplier should be able to help.

Why's this important?

Temperature and humidity significantly affect the way the glue behaves. Cyanoacrylate is the main ingredient so it's a bit like Superglue (please don't use that for lashes!).

If you're in to science then this is the chemistry. In its liquid form, it consists of monomers of cyanoacrylate molecules. In Greek, monomer mean 'one part'. The molecule chemically binds (links) to other molecules to form a supramolecular polymer. This polymerisation forms strong chains that join the bonded surfaces together.

Cyanoacrylate rapidly polymerises by a chemical reaction with water. It cures rather than dries. Therefore in:

High humidity = Cures quickly

Low humidity = Cures slowly

If the glue on the extension cures a little too much before you manage to attach it to the natural lash then that bond will be weak and it'll brush off in a day or two.

If it shock cures, where it sets too quickly, it'll 'bloom'. This is where you'll see small white looking crystals around the adhesive. This can happen with humidity levels of 80-85% or more. This will be a weak and rather unattractive bond.

Exercise 3

Place a blob of adhesive on or in your glue holder.

Pour a drop of water on it and see how it blooms and cures almost instantly!

Temperature affects the adhesive. In:

High temperatures = Cures quickly

Low temperatures = Cures slowly

So there's a pattern Low temperature and humidity makes it cure slowly whereas high temperature and humidity causes it to cure quickly. Managing our working environment is therefore important!

Managing your environment

You can buy a hygrometer like this one from lash suppliers or DIY stores. They'll read and display the temperature and humidity levels in your room.

You need to control these factors to provide the optimum conditions for your adhesive to perform well. Here's how:



Low humidity. Levels that are too dry - below 40 %

- Open a window if the weather's damp
- Place a bowl of water near your glue drop
- Place water moistened cotton pads near your glue holder
- Nanomist / nebulise the area briefly and occasionally
- Use less glue and allow extra time for it to cure
- Switch to an glue that's formulated to cure quickly in low humidity

High humidity. Levels that are too wet - above 60%

- A de-humidifier can remove moisture from the air
- Open a window if the weather is dry and warm
- Heat the room if the weather is cold
- Remove house plants or flower arrangements
- Pick up a little more glue on the extension
- Wear a face mask so you're not breathing moisture in the glue, especially a glue ring
- Switch to a slower curing adhesive like a medium strength or sensitive one

-
- You should consider the following options if high humidity levels are a common problem:
 - Remove carpets and rugs as they hold moisture
 - Remove vinyl wall coverings as they trap moisture
 - Install and use air conditioning

A salon or purpose built treatment room is easier to manage than the varied conditions that faced by those working in their clients homes. You will need to make some adjustments to your environment or the way you use your adhesive if the conditions are not optimum, e.g. too hot and humid. Alternatively, find one that performs better in those conditions.

Sensitivity

Cyanoacrylate adhesive contains stabilisers to control the time it takes for them to cure when in contact with moisture.

Cyanoacrylate or its stabiliser can cause sensitisation to the skin from direct contact. This contact exposure can cause an **allergic reaction** that can get worse with prolonged and / or repeated contact. Allergic reactions are permanent.

Cyanoacrylate vapours occur when monomers evaporate in the air. They can irritate the sensitive membranes of the eyes, nose, and throat if the concentration of monomers in the air is too high. **The vapours do not cause sensitisation, but they can cause irritation.** Irritation is temporary.

Clients and lash artists may experience some discomfort (contra-action) during or after treatment. This may include watering eyes, congested or burning nasal passages or a sore throat. Some clients may experience tenderness at the front of their jaw or develop a headache. The symptoms may be very similar to hay fever or be flu-like. On rare occasions, inhalation may trigger an asthma attack as late as the following day.

You can minimise the risk of exposure by working in well ventilated area. **Source Capture Ventilation units** are highly advisable. Opening windows will help if your treatment room is small. If this is not possible, use a well-placed fan positioned behind their head and set to blow towards their feet. These will not ventilate like a specifically designed unit but it can carry the vapours away from you.

You'll be exposed to a much greater level than your clients. You should use and / or wear personal protective equipment (PPE) such as a ventilation unit and special face masks. Masks act as a hygienic barrier between you and your client as your head is in close proximity to theirs as you work. Masks are serviceable for time periods before they become inoperable. Be guided by their manufacturer's guidelines and never 'lash' without one!

Looking after your glue

- Use /store adhesives in line with the manufacturers or suppliers instructions. They will perform and last as expected. Check their guidelines on the **lifespan of opened and unopened bottles**. Many have an unopened shelf life of 6-12 months so you'll need a robust stock control system and be mindful about how long they may have been in stock with your supplier too.

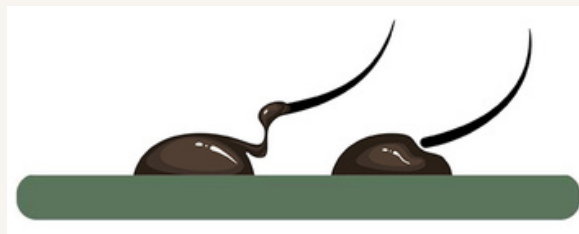
Once opened, many are serviceable for 1 to 2 months. Your supplier will advise you.

- If you only see a small number of clients over a 4-8 week period then buy the smaller bottles of adhesive (3-5ml). Not only will you reduce your waste but you won't be tempted to keep using it beyond it's 'use by' period because you have loads left! Your clients won't have loads of lashes left. . .
- Glue bottles have very small neck openings to dispense the glue. This is because every time the bottle is opened, moisture creeps in and starts that chemical reaction. The adhesive starts to cure.
 - Only open and dispense the adhesive when you need it.
 - Always replace the lid quickly and tightly, immediately after use.
 - Wipe the bottle neck with a nozzle wipe or wax strip if needed, so it doesn't stick.

- Repeatedly opening the bottle can degrade the contents quicker. With experience, you'll know when it becomes unusable as it behaves differently. Look out for:

Thicker than usual and harder to penetrate with a lash and when withdrawing the extension, glue draws out like string as shown here

If it cures before it grabs the natural lash, it'll brush away easily when combed.



- Write the date the glue is opened on the bottom of the bottle so it doesn't wear off and you'll know when to stop using it!
- Appropriately discard any unserviceable adhesive, even if it's before its 'use by' date. Never use it after that date, even if it seems okay.
- Adhesives soon perish if they're not cared for. Correct storage of unopened and 'in use' bottles is essential. Store and use it at room temperature. Unless advised, don't store them in the refrigerator. Never leave it in a vehicle for lengthy periods of time if you're mobile as extreme hot and cold temperatures harm it too.
- Medium viscosity glues last longer than thinner/runnier ones as they cure quicker.

Exercise 4

Pour a drop of glue on or in your glue holder and leave it for 30-45 minutes.

Dip an extension into it and see how it draws the adhesive out like string!

Safety

Using the adhesive safely

The primary ingredient in our adhesive is Cyanoacrylate.

Cyanoacrylates have a rapid and powerful **exothermic reaction** when they come into contact with natural fibres like cotton, wool and leather.

An exothermic reaction is a chemical or physical reaction that releases heat. This can cause burns or ignite those natural fibres. It releases a very potent smell and emits smoke.

If you drop an extension that's been dipped in the adhesive onto your clients skin, don't use cotton buds to wipe it as it'll create an exothermic reaction.

Check the Safety Data Sheet for advice. Many say to wash the area with soapy water.

Cyanoacrylate may sensitise the skin and may cause it to feel like it is burning when it's in direct contact. **This is why patch tests should never be performed by placing the adhesive directly onto the skin.** Patch tests should replicate the treatment process. Be guided by your insurer but if they recommend this, I recommend changing them!

Safety Data Sheets (SDS)

Many products should have a Safety Data Sheet (SDS).

This includes your adhesive, debonder, cleansers, sealants, primers, eye pads and tapes. You should expect to have ready access to them when purchasing products. If not, it's a warning sign so shop elsewhere!

For every one of these products that you use, you should have a copy of its SDS. It's good practice to place them on your website so clients or medical professionals can access them quickly, if needed.

Safety Data Sheets contain:

- Chemical product details
- Company identification
- Identification of hazards
- First aid measures

There's also advice on storage, handling, firefighting measures, considerations for its disposal, regulatory and ecological information.

Exercise 5

If you haven't done so, source your SDS forms and create an accessible way to share them online. If you don't have a website, you can save files to your FaceBook page and create a pinned post to signpost where they are.

If the adhesive enters the eye

If any adhesive enters the eyes, follow the manufacturer's instructions in their SDS.

You need to take immediate action as you have a duty of care. This is generally to:

- Say what's happened immediately and reassure them to stay calm
- Tell them to keep their eye closed. Don't force it open
- Repeatedly flush the eye with clean warm water or saline solution for at least 10 minutes
- Provide a copy of the SDS and advise them to seek medical attention right away
They may not be able to get themselves to a medical practitioner.
You could take them, call someone they know or a taxi.
- Ask them to let you know how they are. Contact them if you hear nothing in 24 hours
- Record the event and your actions on their Service Record (What you did / said)

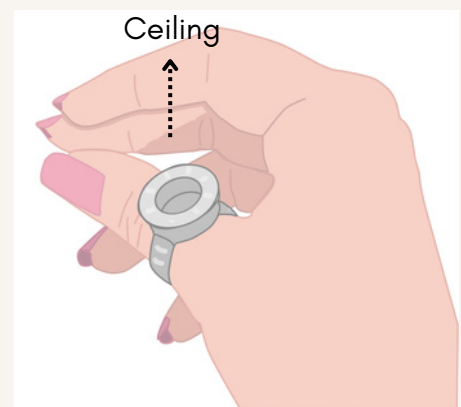
This is a sensitive matter that requires us being empathetic and caring. Follow your insurers direction around admitting liability.

Cyanoacrylate cures in contact with moisture so it'll harden quickly . It's unlikely to spread widely across the surface of the eye. Research shows that it doesn't appear to cause irreparable damage to the eye. If it adheres to the conjunctiva or glues the eye shut, tears will help to open it in time. Though easier said, the key is not to panic.

Reduce the risk - better to prevent

Glue can enter the eye quite easily if care isn't exercised.

- Don't pick up lots of glue on the extension as shown here. It'll slide down the extension towards the the eye.
- Glue rings should always facing the ceiling when used on your thumb or finger as shown. Use one with a deep well and never overload it. Avoid ones with detachable cups as they can be ill fitting!
- Don't place glue holders on clients foreheads. There's a danger of it being knocked or dislodged during treatment
- If they can't keep their eyes closed during treatment, you may not be able to treat them
- Falling into a deep sleep and waking suddenly is dangerous!



Using the adhesive

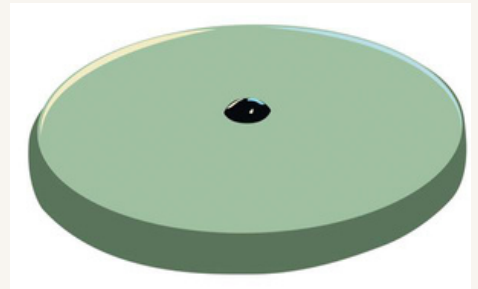
There's a number of ways to hold your glue as you work. It's best to have it near your lash holder so you can quickly 'pick, dip and place'! You need to find what works best for you.

- 1.If your extensions are on a tile/pallet resting to the side of your clients head, it's more efficient to use a glue stone or flat bottomed glue well that sits on or near the tile.
- 2.If your extensions are on pallet strapped to your hand, a glue ring brings it closer. There's more risks as the glue ring is under your nose as you work. It's within your breathing zone which is beach ball sized, even if you are wearing a mask.

1 Glue being used from the side of the clients head

You can place a drop or blob of glue on a flat Jade stone like this one. It's cool and helps to keep the glue fresh. There are crystal stones too.

To clean it after use, place it face up in a cup and pour boiling (kettle) water over it. After 10 minutes or so, the glue blobs lift away.



You can cover it to reduce cleaning by using:

- Glue stone covers with sticky backs that hold it in place
- Tin foil
- Strips of overlapping micropore tape (this may cure quicker than the others as the sides spread out as a little is absorbed into the tape rather than being held in a ball)

When using a Jade stone, place it above the lash tile so you don't put your hand in it that way. Be ready to move it if your client wriggles and use bouffant cap (acts like a shower cap) on those with long hair to keep it away from everything!

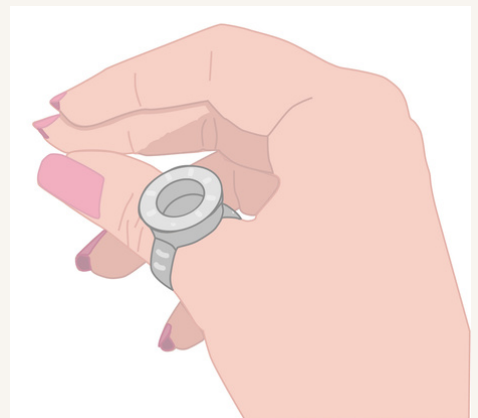
Efficiency tip! Use the jade stone covers on your lash tile so everything is together. If you don't have much room on it, cut them into smaller pieces. Keep them at the top of the tile so you don't put your hand in it when you're picking up lashes!

2 Glue being used from a glue ring

Glue rings can worn on your finger or thumb. Always position the well so it faces the ceiling when in use and avoid over tilting your hand as it can spill.

When it's worn on your thumb, it's not aligned with your knuckle as shown here.

You can line the well with foil and use it again.



Dispensing the adhesive

Shake your glue bottle for a least a minute before opening it at the start of the day. Double this time if you've not used it for a few days as the contents separate. Shake it for a few seconds before using it again as you're treating.

Some bottles tend to spurt or gush their glue when it's opened after shaking as the pressure is relieved inside. To reduce or prevent this, avoid over squeezing your bottle when dispensing it as that draws air into the bottle.

To dispense

- Tilt the bottle and hold it 2-5mm away from your glue holder.
- Very gently squeeze the bottle.
- Just let one or two glue blobs 'drop' onto or into the glue holder (no more as it can release many more vapours that can irritate the airways and it's wasteful).
- Hold the bottle upright to allow the contents to draw back into it.
- Wipe any glue from the bottle neck with a nozzle wipe (or you'll need a pair of pliers to get it off next time).
- Replace the lid tightly as soon as possible.

Always discard the first drop of glue as it's been trapped in the neck of the bottle and wouldn't have mixed properly.

Pick, dip and place

It's good to have the natural lash isolated, ready for you to place the extension once it's been dipped in the glue. If you dip the extension first, you need to be able to isolate accurately very quickly before the glue cures!

Hold the extensions about a third of the way down from its tip.

If you hold it closer to the tip, you'll have less control of it as it's much thinner.

If you hold it too close to the base, you'll get glue on your tweezers and the extension will stick to them! It's also harder to place it on the lash too.

Note: If you get glue on your tweezers tips, clasp them tightly between a nozzle wipe and pull it through. This usually clears it. Avoid using debonder as over time, it can degrade the steel.

If you're happy with the angle of the lash in your tweezers, **dip 20%** of its base **slowly** into the **top** of the adhesive **blob** where its fresher and **withdraw** it **slowly**.

The longer the extension, the deeper the dip!

Always dip in the top of the blob!

The 20% quick dipping guide . . .

7mm – dip by 1-1.5mm	10mm – dip by 2mm	13mm – dip by 2.5mm
8mm – dip by 1.5mm	11mm – dip by 2mm	14mm – dip by 3mm
9mm – dip by 2mm	12mm – dip by 2.5mm	15mm – dip by 3mm

**If you withdraw the extension too quickly from the glue, you'll pick too much up.
Just re-dip and withdraw slowly.**

Note: You may need to use a little more glue in warm and / or humid conditions so withdrawing a little quicker is useful!

Tip: If you've picked up a slightly more than you need, place it on the lash but a little further away and slide it into place. This spreads the excess.

Immediately place the extension where you want it to go on the natural lash. Once you place it and it feels like it has 'grabbed' the natural lash, you can let go. If it flops over a little, it didn't cure enough. Nudge the tip back in place with your tweezers and it avoids the glue! If that happens a lot, hold the extension in place for a second or two longer until the glue is no longer shiny.

Dabbing!

If you pick up too much glue on the extension, don't dab the excess off anywhere – especially on the eye pads or tapes. This exposes clients to even more vapours near their eyes, nose and throat that they don't need and it can cause sensitivity and discomfort. Dabbing can clear too much of the adhesive off and it can cure more before you place it. The bond may be weak and it may be one of those lashes that brushes off. . .

Not using enough glue

If you don't grab enough glue, the extension won't stick or last! You'll need a little more in hot and humid conditions so don't be glue shy.

Keeping it fresh as you treat

The adhesive must be fresh and starts curing as soon as you dispense it. When it starts to **thicken**, you need to use a fresh drop. If a seal has formed over it, it looks matt and has become stringy – then it's well past its usefulness. Don't wait for it to become like this as the last few lashes you applied will soon brush off.

Change it more regularly in hot and humid conditions. This may be every 10 minutes or so.

You can cure the old drop immediately by placing a drop of water on it to limit the vapours from it.

Don't add new adhesive over old drops as they'll thin as it spreads and it'll cure much quicker.

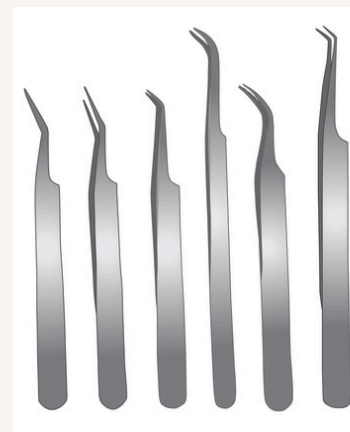
c. Tweezers

Tweezers are a very personal tool. You have to try a few styles to see what works for you.

It is usual to use two pairs that have specific jobs.

A pair for **isolating** a natural lash in readiness to receive an extension.

A pair for **picking up** and **placing** the lash extension on the natural lash.



Isolation tweezers

Isolation tweezers are usually held in your weaker, less dominant hand as you need your strong one for the fiddly job of picking up the lash and placing it.

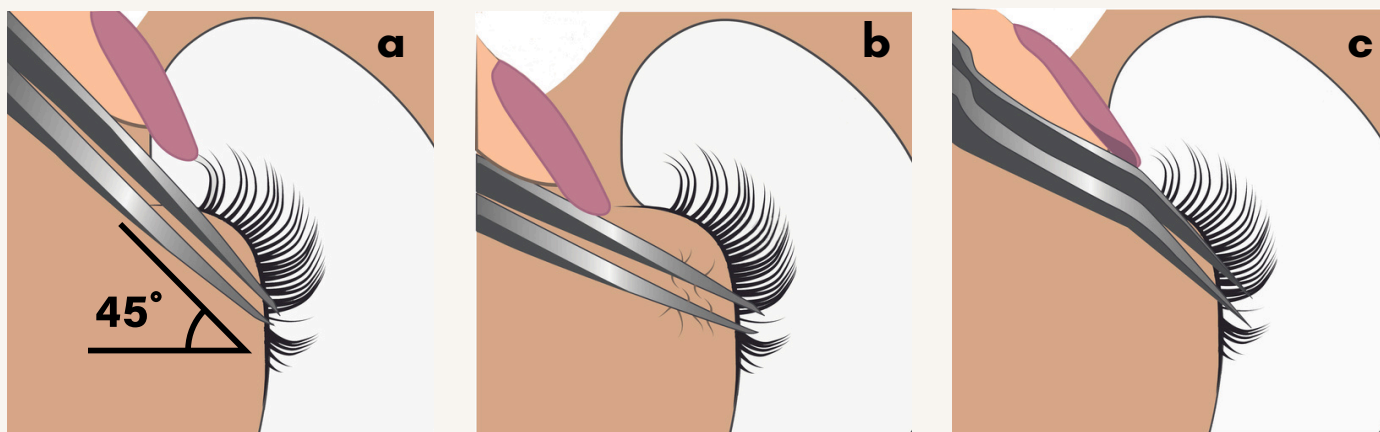
There's a wide range of tweezers to try. Straight, curved or angled feet at the tip. They need to be sharply pointed so they can weave their way through the natural lashes.

Use straight tweezers at a 45 degree angle to the face as shown in image **a**.

If you find that you're resting the sides against eyelid as shown in image **b**, you're probably overreaching and your isolating angle is less than 45 degrees! Move your hand a little closer to the eyes.

You could try a curved or angled pair like those shown in image **c**.

The shape passes over particularly fleshy eyelids and they're effective at holding shorter lashes in place (isolating) near the eyelid.



Some advanced lash artists like to use a needle pen to isolate, especially at the outer corners. Please don't attempt this unless you have been trained to use them as the risk of injury is high.

Pick up / placement tweezers

Pick up / placement tweezers are usually held in your stronger, dominant hand that you usually write with.

You may find it easier to pick up extensions if they're a little blunt. If the tips are too fine and sharp, extensions can easily 'ping' out of the tweezers if they're just about caught in the tips.

Please don't be tempted to try the X-type tweezers. They were popular because they clamped (and crimped) the extension effortlessly in their tips. Squeezing released it. It's the opposite of how your isolating tweezers work and it's a skill to do different things in each hand at the same time. It's also much harder to master volume fan making techniques with a completely different tweezer type!

Top tweezer 'tips'

- A good pair are lightweight, easy to close, comfortable to hold to avoid fatigue.
- Isolation tweezers need to be super sharp.
- Pick up tweezers can be more effective if they're a little blunt.
- When you find your special Isolation and Pick up/Placement tweezers, treat them with the respect they deserve. Be careful where you leave them. Try not to drop them and use a different pair for lifting lash strips from lash trays and off lash tiles!
- Invest in spare pairs. Beware: every pair is different, even if they're the same brand and the same style and type.

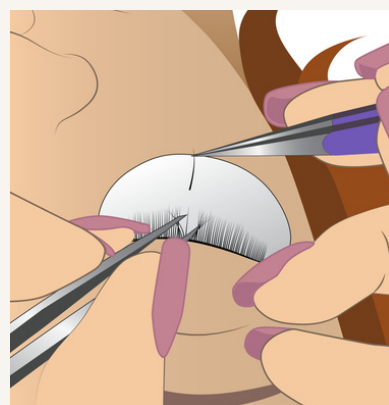
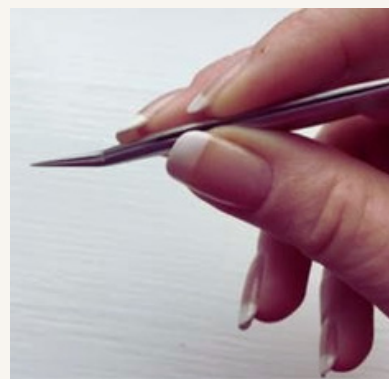
How to hold your tweezers

A common way to hold the tweezers is like holding a pen with the thumb and index finger. For the best comfort and control, rest your index **and** middle finger on top of the tweezers, with your thumb to the back as shown here. You'll reduce the likelihood of fatigue, strain, callouses and joint disfigurement developing in your hands and wrists. Your ring and little fingers can be used to steady your hand on the client's forehead so your hand is not hovering or floating as when place your extension as shown here.

If your middle finger is 1.5-2cms away from the tips, you'll have more control of the lashes you're holding too.

Exercise 6

Try holding your tweezers with just your thumb and index finger (like a pen). See how you can twist and roll them between your thumb and finger. Then add the middle finger and see the difference!



d. Eye pads and tape

Eye pads or tapes are used to protect the lower lashes from being drawn into the adhesive as you treat the upper lash line. It's important to apply them with precision.

If they're placed too far away from the lower lash line, those lashes can work free. You'll need to tweeze any 'top and bottom' lashes apart. This is fiddly and can make clients anxious.

If they're placed too close to the eye, they can cause irritation by making the eyelid twitch or causing the eye to water. In severe cases, they can rub against the surface of the eye and can cause an abrasion.

Clients who talk animatedly, laugh or cough during treatment can move the pads or tapes due to their facial movements, especially when their cheeks move.

If they do, check that they're still positioned where you need them to be. Gently lift the upper eyelid with your finger or use a mascara wand to comb the lashes up to lift them as illustrated. Do not open their eye as the vapours from recently treated lashes can cause further discomfort.



Some lash artists rest their placement hand on an eye whilst treating the other so when they're placing an extension on the left eye, their hand's on the right eye! This is uncomfortable and can cause the pads to move. It's wise to constantly review how you work as it's easy to develop unconscious but unhelpful ways of working.

Most eye pads and tapes are white but there's a growing range of colours that can help when treating clients with really fair or blonde coloured lashes.

There's pros and cons with each.

Eye pad pros

- Easier to remove than tape
- More gentle on delicate skin

Eye pad cons

- Easily dislodged
- One size doesn't fit all

Tape pros

- Can make it fit every eye
- Stays in place

Tape cons

- Harsh on skin, unless de-tacked
- Can be uncomfortable to lift off delicate skin

We will look at each in turn.

Eye pads

Eye pads vary in shape, size, thickness, curvature, adhesion quality, surface (shiny or matte) and what they're made of. One type will not suit everyone.

Crescent shaped pads are more common though some prefer the **shaped** ones that are more narrow on one side. Both can be seen here. The narrow side of the shaped one can be applied near either corner so it's about the best way for its shape to sit on the client.

Pads can be trimmed to fit with clean scissors.

If they don't rest smoothly on their skin, cut little slits along the outer edge that sits on their cheek as shown here. That way, they don't crease and lift.

Thin but strong pads tend to be easier to hold in your fingers so you can place them where you need them to be. Thin and flimsy ones can be fiddly but mastered with practice.

Eye pads move easily, especially when placed on moisturised skin or if they're talking, chewing (e.g. gum), laughing or coughing. If you're worried about them moving, you can tape them in place as shown here with a little surgical tape fixed at each side.

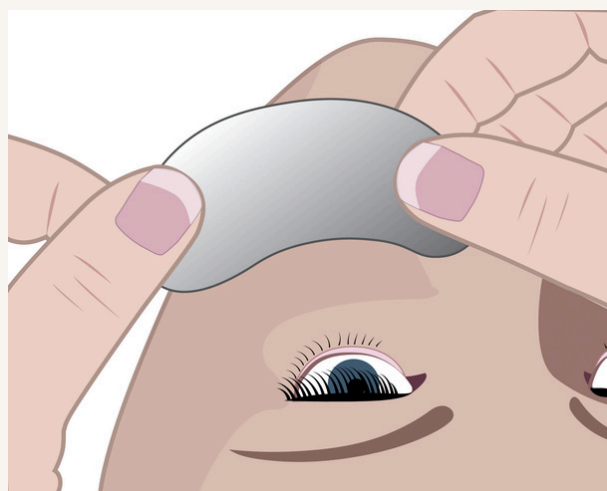
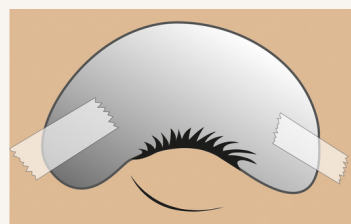
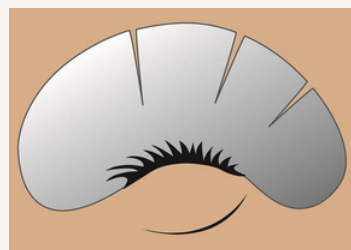
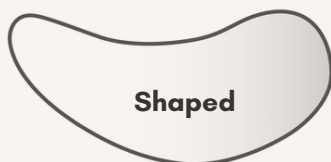
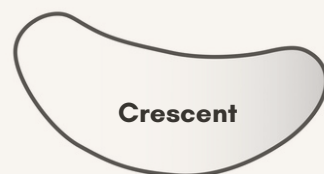
Eye pads with a shiny surface reflect the light from your overhead lamp so it can be glary and uncomfortable. Non-shiny ones work well.

It's best to avoid eye pads that offer treatments like Collagen. After prolonged wear, its contents ooze into your clients eye and can cause irritation. It's more ingredients that could cause sensitivity.

Applying pads

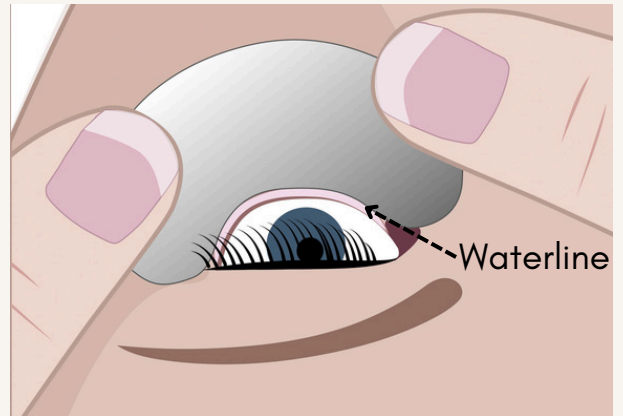
Open just before using as they dry out and become hard and uncomfortable.

- Peel off the backing cover.
- Hold them at their sides between your thumb and index fingertips of both hands with the inset curve closest to you as shown here.



- Ask them to look up towards the ceiling as shown here, and not over their head at you. (That stretches their skin too much and the pad rides up into the eye when it's closed).
- For the left eye, rest your left hand's fourth (ring) finger on their cheek under the lid line and gently pull their skin down under their lower lid. This moves their lashes downwards and helps to catch them under the pad.
For the right eye, use the right hand ring finger.

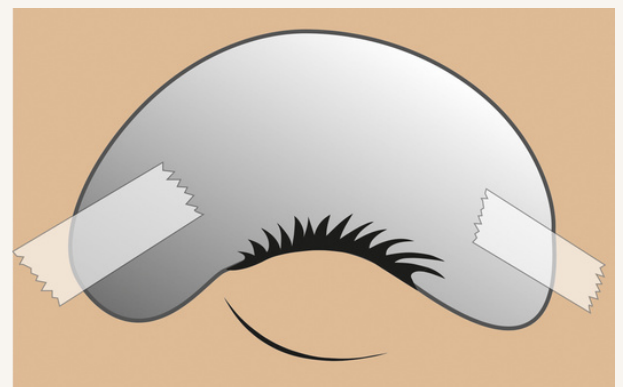
- Hold the pad at a 45 degree angle to their lower lid line as shown here. If needs be, brush the lower lashes with the edge of the pads to 'groom' any straggling ones into place.



- Place the pad onto the skin just under the water line as shown. It's easier to start at one end and work it round, so position it at the outer corner, then lower the middle into place, then the inner corner.



- Ask them to slowly close their eyes as closing quickly can move it! Once closed, use your fingertip to smooth the pad down to ensure it's fixed in place. If you think they'll move tape them in place as shown here.



- Repeat for the other eye. This may feel odd as one eye's prepared.
- When both eyes are closed, ask if they're comfortable. If not, adjust them a little until they are. Flickering eyes can be a sign that they're not sitting well.

Removing pads

Always remove them with your clients eyes closed as they may start to water. Start by lifting the pad at one corner and it peel away from the eye.

Tapes

There are several different tapes that can be used, and some that can't!

Micropore tape is a hypoallergenic breathable paper surgical tape that's often used to hold dressings and bandages in place. It adheres well to skin and leaves minimal adhesive residue when removed from most people.

Microfoam tape is a hypoallergenic elastic lint free surgical foam tape. It's stretchy in all directions and it's a cheaper alternative to eye pads. Cut a piece that's slightly longer than the length of the eye with a pair of sanitised scissors. Cut a shallow or deeper curve into the long edge of one side depending on your clients eye shape. Apply it like an eye pad.

Durapore tape is a hypoallergenic strong and flexible silk like lint free breathable tape.

These tapes can be used to tape the lower lashes down to protect them.

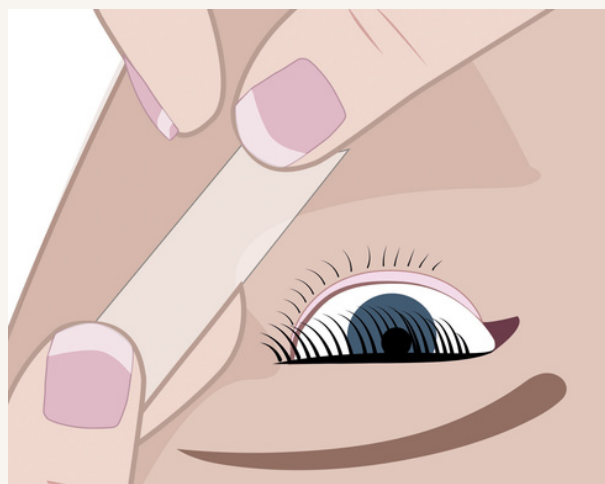
Transpore tape is a hypoallergenic transparent, breathable, perforated plastic, lint free medical tape.

Don't use this to tape the lower lashes down as the edges are too 'sharp' and can scratch the eye if it made contact.

It's good for securing the pads to the skin or for lifting the eyelid. More on that soon.

Applying tapes

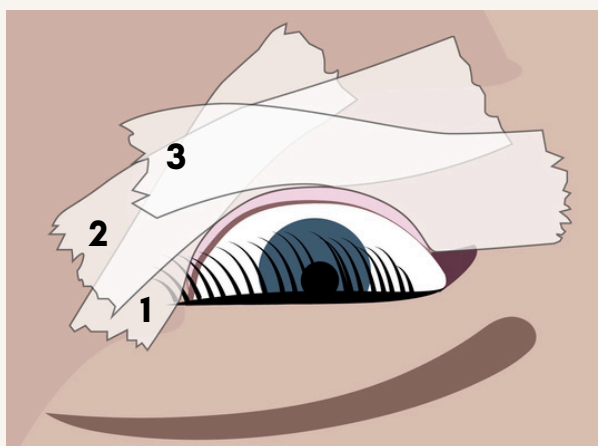
- Tear off a 4-5cm piece of tape and de-tack it (more on this soon). Fold a little of the edge back on itself to create a tab. It'll be easier to lift off later.
- Hold the tip of end between your thumb and fingertips.
- Ask you client to look up towards the ceiling (not over their head at you).
- For the left eye, rest your left hands fourth (ring) finger on their cheek under the lid line and gently pull their skin down under their lower lid. This will draw their lashes downwards so you can catch them under the tape.
For the right eye, use the right hands ring finger.



- The outer corner may be difficult to get right. If it's too high up, it makes the upper lids lashes stick up as shown here. It'll be difficult to treat as the glue will stick to the tape. Re-adjust until it sits well and is comfortable. For rounded cheeks, trim the tape in half (so 125mm to 75mm so it sits in the cheek crease better)



- Start at a corners (e.g. outer corner in this image, with tape number **1**). Place the edge of the tape along the lash line, under the waterline, securing their lower lashes under it. Aim to cover about 1cm of the lash line with it. Tape is straight edged so the curve needs 3 pieces of tape. Don't use too many strips, it makes it bulky and uncomfortable. The upper lids lashes will also rest on them when treating. More on this soon.



- Once that first piece is in place, take a second de-tacked strip (piece **2**). Place it a little further along the line, in the mid area. It'll overlap the first. Apply a **3rd** piece further along. That's usually enough but you may need more for curvier eye shapes.



- Check the lashes are covered. For strays:
 - try to adjust the tapes
 - add another piece of tape
 - remove them and try again
- Repeat on the other eye and check for comfort.

De-tacking sticky tape

Tapes can be stickier than we'd like. Even worse when adhered to the skin for some time. You can reduce that significantly by de-tacking it.

- Hold the tape by the tip and place the rest on a sanitised surface or over the top of another strip of tape.
- Rub it down and then lift it off 3-4 times before using.

Never de-tack the tape on the back of your hand or your client's skin. You'll lift dead skin cells onto the tape, amongst other things. It really isn't sanitary.

Removing the tapes

- Always remove them when their eyes are closed or they'll water.
- Lift each piece off in turn, starting with the last one that was laid. Hold the skin next to it taut so it doesn't pull as hard. Don't 'rip' it off quickly as you'll cause a lot of pain when you rip those lashes out. Don't lift them all off at the same time as some lashes will be trapped where the tapes overlap and you'll rip some out.

Using eye pads and tapes together

You can use eye pads and tapes together to get the best fit for each person.

- If the pad isn't rounded enough, place a strip of tape at one of the corners to secure those lashes and then use the eye pad to cover the rest.
- You can place an eye pad a little further away from the eyelid and place the tape on top. It'll be easier to take the tape off the pads than the skin.

Using eye pads and tapes in other ways

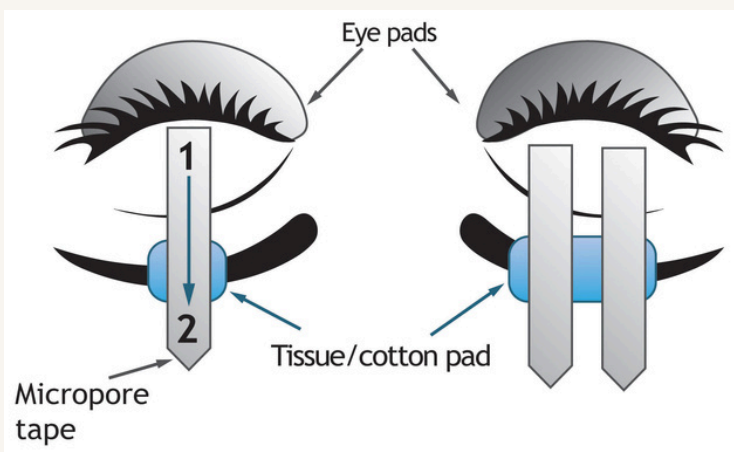
Lifting lashes from the eye pads or tapes

Sometimes, the natural lashes of those with downturned lashes or heavy eyelids rest directly on the eye pads or tapes protecting their lower lashes.

This makes it difficult to treat them as you'll bond many of the extensions to them and they'd need to be picked off them. This can leave their residue on the extensions and you'll need to remove them.

You can lift their lashes a little without opening their eyes before you treat.

- You can lift the lash line a little using tape on their eyelids using 1 or 2 pieces of de-tacked micropore tape as shown here. Make tab at one end to be used at point 2 to help you lift them off later.
- Place one the end of the tape on the eyelid, close to the lash line (**point 1**). Lift the tape back towards you a little. You'll see the lashes lifting. Stop when you're happy and before you open their eye.
- Stick the rest of the tape down on the eyelid (**point 2**).

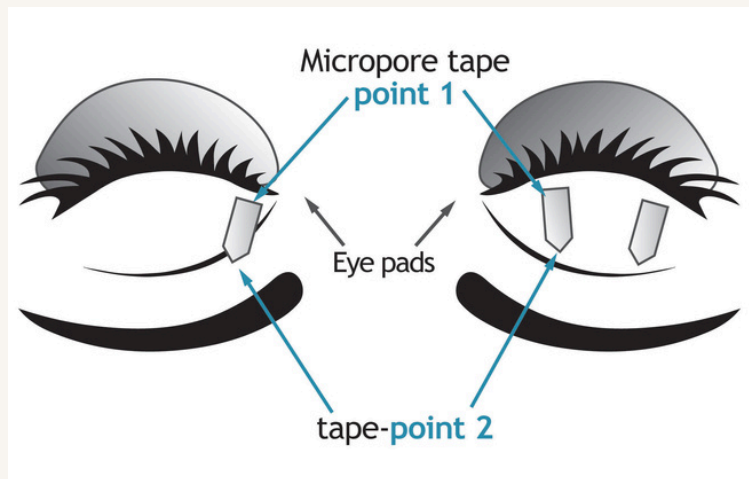


Tips

- You may need to use two pieces at certain points along the lash line to lift it well.
- Where your tape extends over the brow, you can protect the hairs with tissue.
- Make sure that their eye remain closed once the lashes have been lifted. You can lean over and look or use a dental mirror.
- To remove, hold the skin taut and slowly peel it away.

Here's another way to do it, using smaller strips of tape.

- Use shorter pieces of de-tacked tape: 1 to 1.5cm pieces. Make it thinner by trimming its width.
- Place one the end of the tape on the eyelid, close to the lash line (**point 1**). Lift the tape back towards you a little. You'll see the lashes lifting. Stop when you're happy and before you open their eye.

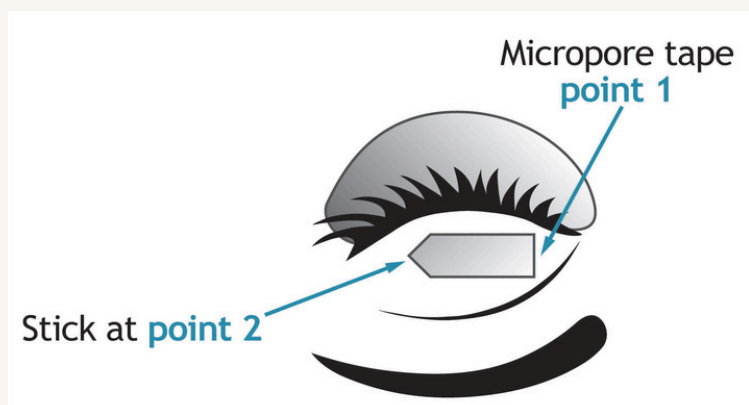


- You can use 2-3 small pieces along the lid line if you need to. Ensure that their eyes remain closed once the lashes have been raised.
- Using a little tape above the inner corner is a really effective way to lift and reach those tricky inner corner lashes too.

Lid stretching for isolation

Stretching the eyelid is a great way to reach the inner corners more easily.

- Use a 2-3cm piece of de-tacked micropore tape. Trim the width to make it fit better if needs be.
- The tape's placed horizontally across the eyelid, close to the lash line. Place the end on the eyelid, close to the inner corner at **point 1** and draw the tape gently towards the outer corner. Stick it down on the eyelid at **point 2**.



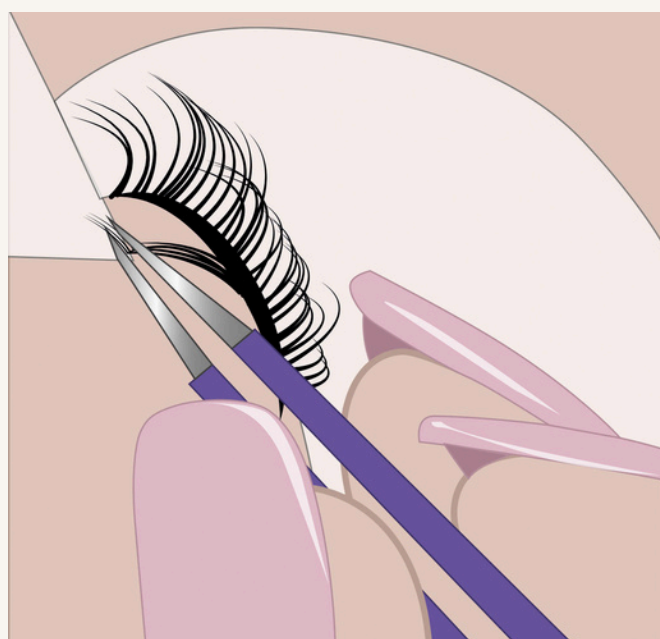
This helps to lift and stretch out the inner corner lashes.

Lifting the layers

- *for isolation*
- *lift lashes from the eye pads or tapes*

This is an amazing time saving lash hack that not only lifts the lashes from the eye pads or tapes, but helps with isolation too! You can do it on both treated and untreated lashes. It won't harm the extensions if you follow this guide.

- Comb the lashes before lifting them so they're as neat as can be.
- Use a 4cm piece of heavily de-tacked micropore tape or an eye pad. With its sticky side facing upwards, slide its long edge under the lashes by 1-2mm. You're aiming to lift the tips of some of the lashes.
- Lift it a little to touch the lashes. Then lift the lashes gently back on themselves, towards their eyelid.
- Stick the tape or eye pad on their the eyelid, below the brow line, as shown here.
- You must make sure that their eye is closed. If it open, you've lifted the lashes too high. Release the tape and reduce the height a little. Check again.
- You may have lifted half of the lashes out of the way. You can tweeze more out from under the tape if you wish.
- To remove the tape, lift it at one end and gently tweeze the lashes off it as shown here. If you've just caught the lashes tips on the tape, they'll tweeze off easily. Then hold the skin taut to remove the tape. An eye pad will lift straight off without the need for tweezing.



If you de-tacked the tape really well and find that some of your extensions have worked free on it, then the bond wasn't great to start with. This has done you a favour as they wouldn't have lasted until they naturally shed.

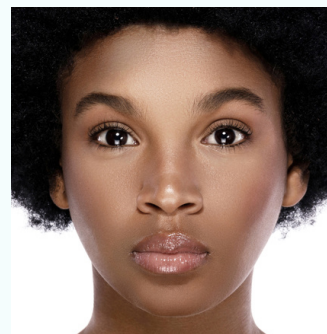


6. Lash styling

a. Styling considerations

Creating a bespoke style to suit your client takes skill and the art is in your design and placement of those lengths, thicknesses, curls and colour.

You need to assess a wide range of features during your consultation. It can be hard to study someone in front of you and it'll make them feel uncomfortable so take a well lit, full face photo like this one. You can take your time to assess their features.



Lash styling is simply about considering where the longest lengths need to be and how many different lengths in certain curls you need. The thickness will be determined by the density of the look you're creating (natural, noticeable or glamorous).

Lash specialists consider a range of features when choosing a lash style. This book covers an introduction to this amazing field of lash artistry, starting with **eye shapes**.

Almond shaped eye

Shaped like an almond. This is the most versatile eye shape to work with. Often you can't see the sclera (whites of the eyes) above or below the iris.



Any lash style would suit this eye shape.

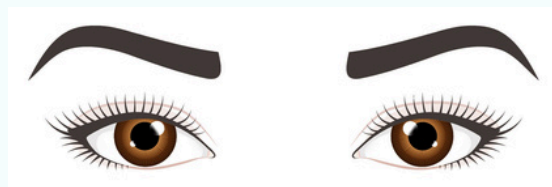
You need to consider other factors like whether they're evenly set (close or wide), the features of the eyelid (hooded or mono) and the shape of the eyebrows.

If their brows are rounded, then 'round' the style.

If they are angled, then a 'squirrel' style is great as the longest lengths will be in line with the high point of the brow.

Narrow shaped eye

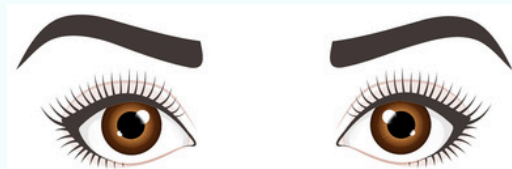
Appears elongated and narrower than an almond eye. Often you can't see the sclera above or below the iris. You need to open the eye and make it appear to be wider.



Styles like the **Round** and **Doll** will work well. It's wise to avoid the **Squirrel** and **Cat** style as they'll elongate the eye and make it appear narrower. Place your longest lengths over the iris as this will help to draw the eyes open. Curlier curls like a CC or D will give a strong lift at the lash line. Use C curls on those who may not suit such a glamorous curl. Avoid L curls as its shape will narrow the eye even more.

Round shaped eye

The widest point from the lower to the upper lid is noticeable. It's usually over the pupil. You may see the sclera around most of the iris. You need to balance the shape and reduce the roundness as you may make them appear bigger or bulging.



Styles like the **Cat** and a **Squirrel** work well. It's wise to avoid the **Round** and **Doll** type styles. Avoiding placing anything of length at the widest point as you'll make them look wider. Use your longest lengths towards the outer corners so they're beyond the highest points. You can usually start using longer lengths just past the iris on the outer corner. Softer curls like a B or C curl work well. Curlier curls create lift and open the eye so they'll look startled if you use a CC or D curl!

Deep Set eyes

Deep set eyes are set deeper into the skull so their brow bones are prominent and distinct. You need to draw the eye open and out of its socket so longer lengths and the right curls are essential.



If the extensions are too short and curly, they'll be hidden within the depth of the socket and their tips may tickle the eyelid. You're relying on the natural lashes being able to cope with slightly longer extensions otherwise you need to use finer extensions to create length.

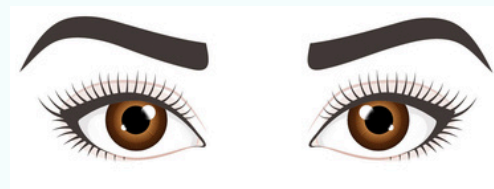
Curls like a C or CC will draw the eye open in the mid-section whereas a B curl may be lost as it is less obvious face on. D curls may be too curly unless you use much longer lengths. It may be that the longest length works out to be something between a 12 - 14mm one if they can carry it.

If you are not sure of the lengths and curls to use, ask your client to face a mirror or invite them to hold one up to their face. Stand behind them with an extension in your tweezers and hold it where you're thinking of placing it to get an idea if the length and curl are right.

Tip: The lower lashes on deep set eyes can be tricky to protect with eye pads as the edges often ride up into the eye. This should be avoided as it can cause an abrasion to the sclera that's likely to require medical treatment. Using tape works really well as it tends to stay in place.

Close Set Eyes

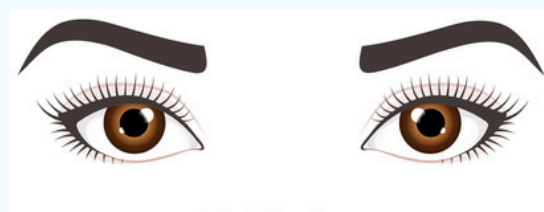
Close set eyes are set closer together than the width of that person's eyeball that's measured from the inner corners. Aim to make the eyes appear to be further apart and evenly set.



Styles like the **Squirrel** and **Cat** work well. It's wise to avoid the **Round** and **Doll** looks. Elongate the eye by placing the longest lengths towards the outer corner. Avoid placing the longest lengths close to the widest or mid-section of the eye as this will help to draw them together rather than apart.

Wide Set Eyes

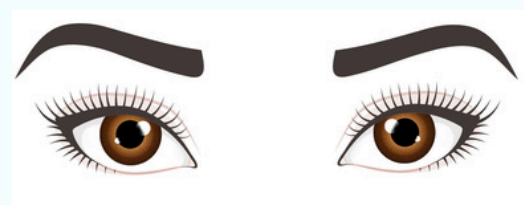
Wide set eyes are set wider than the width of that person's eyeball. Aim to make the eyes appear to be closer together and evenly set.



Styles like the **Round**, **Doll** or the careful use of the **Squirrel** style may work well. It's wise to avoid the **Cat** style altogether! To reduce the appearance of distance between the eye settings, place your longest lengths in the mid-section or over the pupil as this can help to draw the eyes together. Avoid placing the longer lashes beyond the iris towards the outer corner as this will only elongate the eye and make them look further apart. If you are using the Squirrel style, the highest point is best set between the outer part of the pupil and iris, but no further.

Upturned Eyes

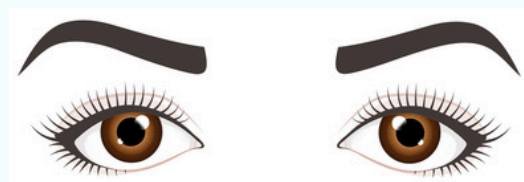
Upturned eyes are often almond shaped that are raised at the outer corner. The lower lid looks longer than the top lid. Accentuate the shape without adding unflattering height to the outer corner.



Styles like **Round** and **Doll** can balance the lifted corner if it's particularly high and **Squirrel** suits most features! It's wise to avoid the **Cat** look as it may over-lift the outer corner. Curls like a B, C or CC can accentuate their feline eye shape. With softer curls, reduce the length a little so it does not appear too raised and therefore unbalanced.

Downturned Eyes

Downturned eyes droop at the outer corners and appear sad looking. If the corners are not below the line, they can still appear to be downturned



if the upper lid looks longer than the lower one or if the lower lid sags. Aim to make the outer corners appear more lifted to disguise the droop.

Styles like **Round** and **Doll** work well. To help to lift the outer corner, you could use shorter lengths, curlier curls, finer lashes or a combination of these.

Using curlier curls like CC, D and LC at the point where the eye appears to droop or down turn will help to lift the eye line.

Monolids

Single eyelids or monolids have no crease so the lid looks flat from the brow to the lash line. Its hood rests and smoothers the lash line so the lashes are often downward facing. Aim to lift the lashes out from under the eyelid.

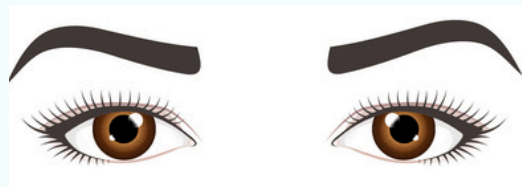


Curlier curls will help to draw the lashes out from under the hood and lift them. As lift is essential on downward facing lashes, C and CC curls work really well. For the inner corners, consider using a B curl as short, curly extensions can tickle the eyelid and feel uncomfortable. Flicked curls like an L or M curl ranges are an option and bond well to straight lashes given their flat base. Even though they're often recommended for downward facing lashes to help to lift them, I really don't recommend them. Hooded lids can make the eye look narrow. Using these curls can make them look more so as they will descend downwards a fraction with the lashes direction before lifting. They can make the eye look even narrower.

Note: Assess how much of the lashes length is hidden under the hood. If you apply a 10mm extension, you may only see 8mm of it and it may not achieve the design you had planned.

Hooded lids

Loose skin forms a 'hood' over the upper eyelids. The lids may look heavy and it can hide the lashes. Aim to lift the lashes out from under the lid and disguise or hide the hooded skin.






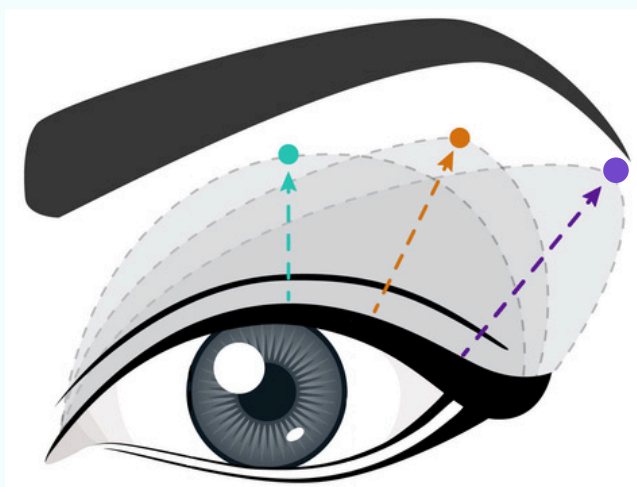
Slightly longer lengths may be needed to draw the lashes out from under the hood. Curlier curls placed where the hood is prominent can help to hide it.

b. Lash styles and mapping

Styles

Our styling opportunities are endless and can seem complicated. There's some commonly understood lash styles like these:

-  **Doll Round** Longest lengths are placed around the widest vertical part or over the pupil
-  **Squirrel** Longest lengths placed half way between the middle and outer corner
-  **Cat** Longest lengths placed towards the outer corner

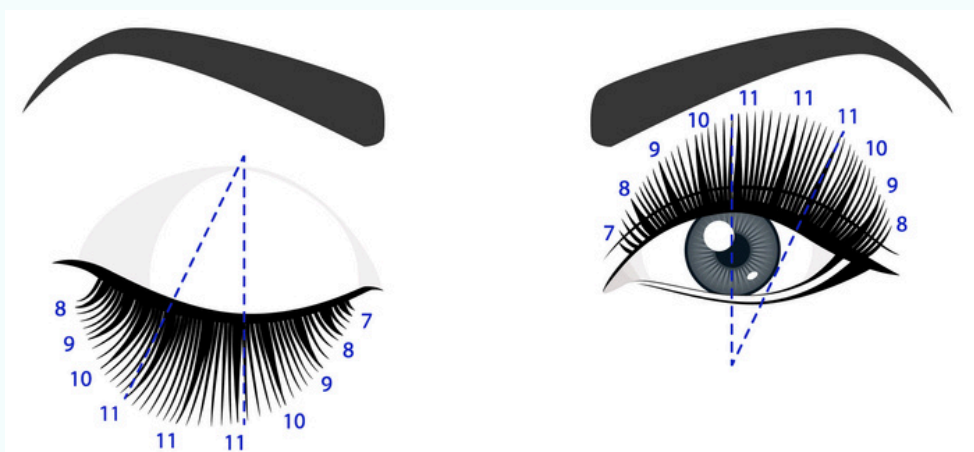


Round Style

This style can make an eye appear more open, especially if curlier curls are used.

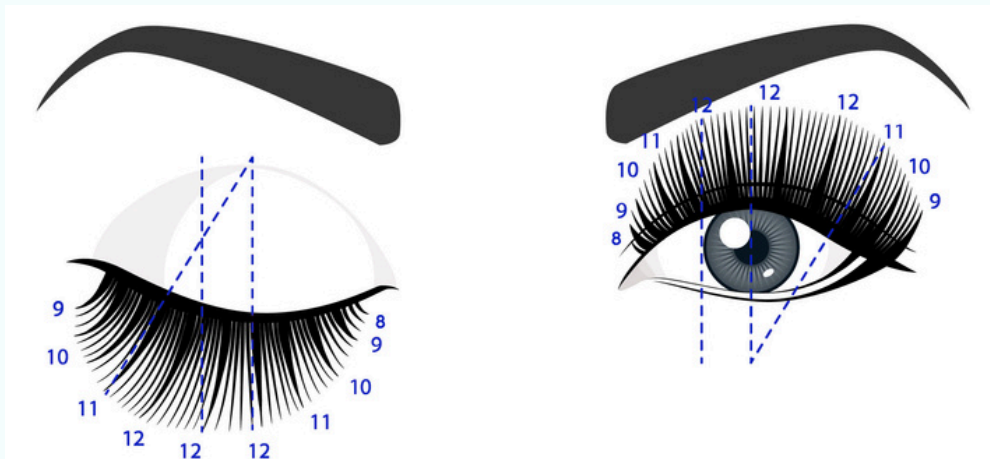
The longest lengths are positioned over the highest or widest point of the lash line. This may be in the mid-section and / or above the pupil and iris. The lengths are shorter either side to 'round' it off.

The lengths suggested here are for illustrative purposes only. You will need to consider what is best for your client.



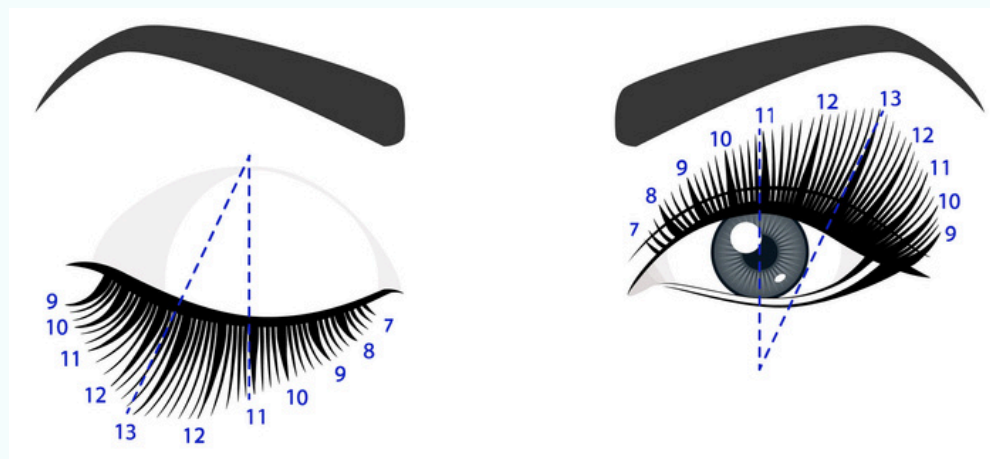
Doll Style

A glamorous look due to its dramatic shape. The longest lengths are positioned over the highest / widest point of the eye. The lengths are a fraction shorter either side of it.



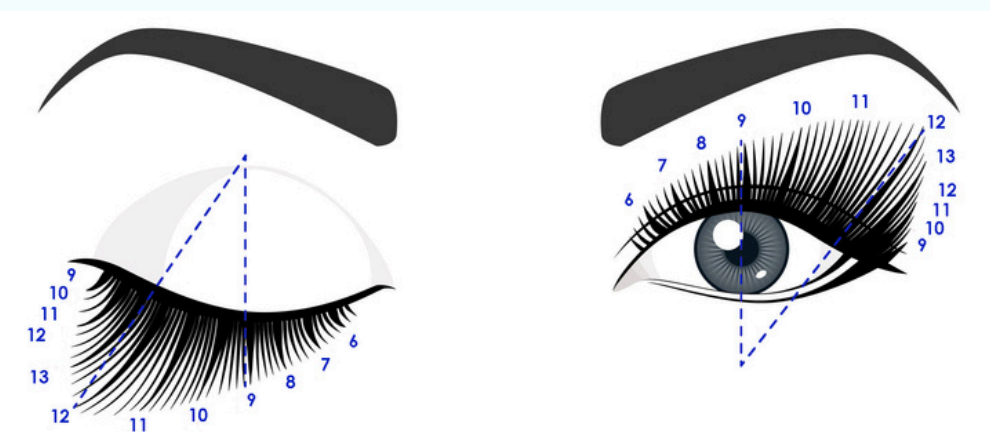
Squirrel Style

The Squirrel suits most people. The longest lengths are between the mid-section and the outer corner get shorter either side to create the shape.



Cat Style

This feline look is created by using very short lengths at the inner corner that graduate to longer ones at the outer corner. This elongates the eye. Many love this style but so few can get away with it as you can see from the list of features that it's not good for!



Mapping

Mapping is a technique to guide where you place different lash lengths and the curls if you mix them.

It will help you to work:

- With **precision**, as your design has been thought out and mapped
- More **quickly**, as you don't need to think about what you need to be using!

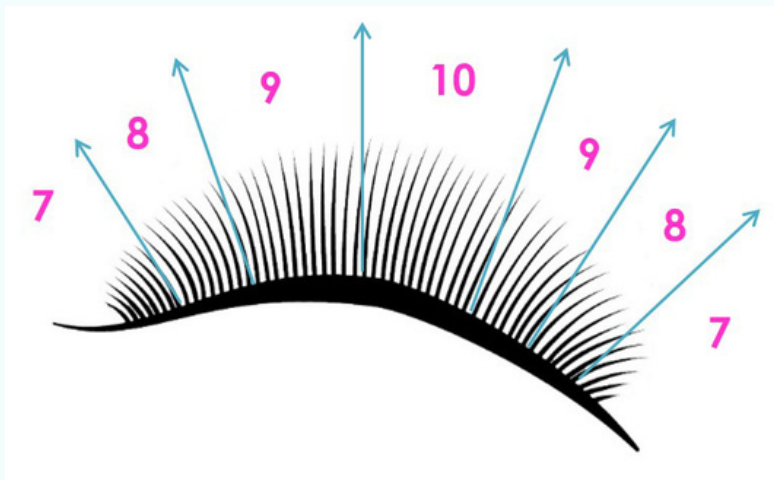
Once you have protected their lower lash line with eye pads or tape, you can draw your design on the pads or tapes. Use a soft, fine tipped pen so you apply less pressure when writing on them.

Draw lines away from the lash line to show where the lengths will change.

Tips:

- Start the lines from the lash line so it's clear where you need to change the lengths
- The finer the pen, the more accurate your lines
- Draw the lines in the direction

that the extensions should point, for example, 90° (degrees) from the lash line. This can help to guide the direction / angle that you place your extensions - as shown here. If you struggle with 'direction perfection', draw arrow heads on the lines to remind you



- Write the lengths (curls and thicknesses) to be used between the lines so it's clear
- For smooth results, use sequential numbers. Don't jump from 8 to 10mm without a section for 9mm's. This will create a noticeable step change in the lengths
- It's easier **map where the longest lengths will be and then work down the lengths**. If the longest are 10mm, you need to then consider where the other 3 or more lengths will start and end. This will be dictated by the style you're creating and any features you're balancing.

Plotting the lengths with help

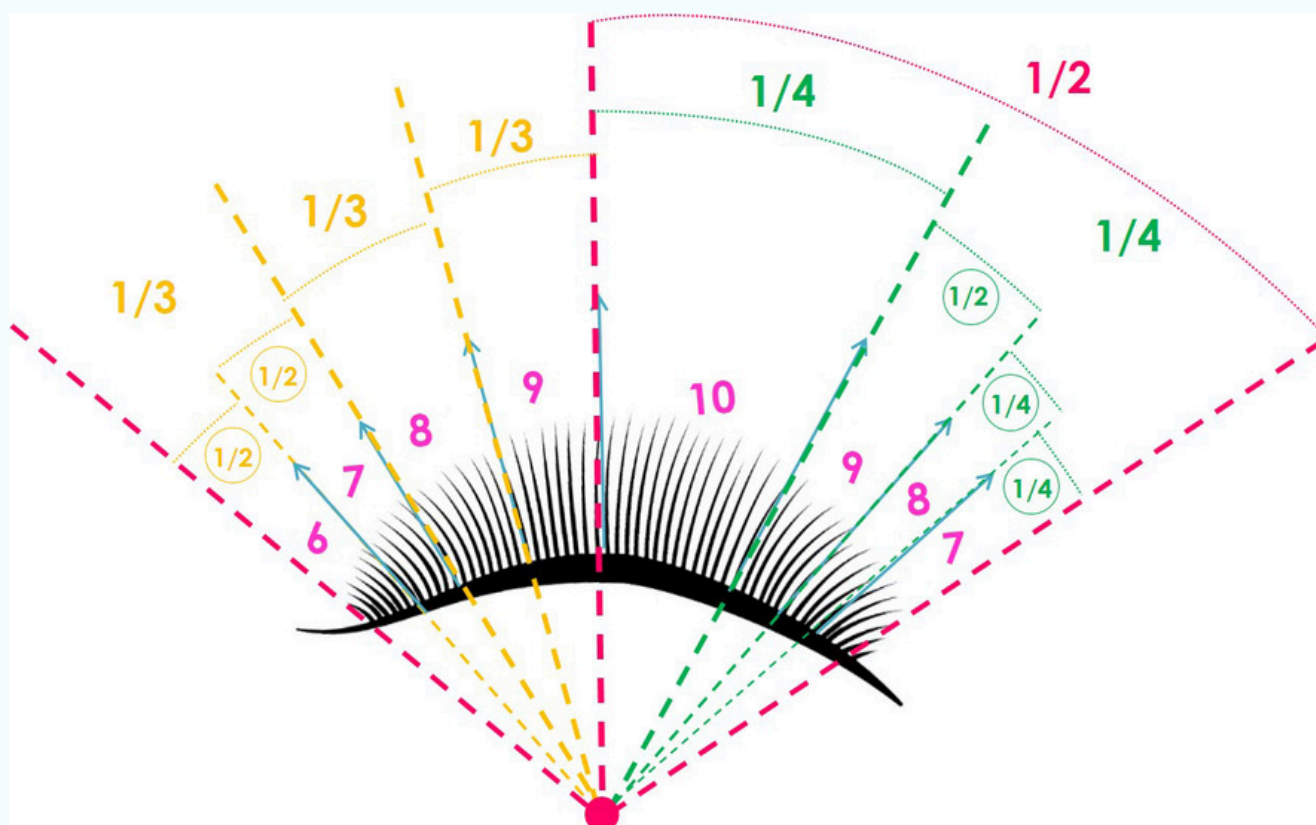
If you divide the eye into sections;

- in half,
- then those into quarters or thirds
- then split those evenly again (if needed)

It will be easier to position the lengths in the same positions on both eyes.

To do this:

- Imagine a line down the centre of the eyelid that divides the eye in half ($1/2$)
Shown in pink.
- Divide in half again to make a quarter ($1/4$), or
- Divide by 3 to make thirds ($1/3$)
- You can subdivide them again, especially near the inner and outer corners so you protect them from over-extending as shown here.



c. Methodical application

You need to ensure that you create evenness on both eyes for a balanced looking set. When applying extensions, it's good to work to a system, that works for you.

Inexperienced artists may work better by 'Working in Zones' rather than lashing 'lash to lash'. Let me explain.

Lashing 'Lash to Lash'

This is simply about starting at one end and finishing at the other so you treating neighbours as shown numbered here.

Treating the lash next to a just treated lash is an easy way to create stickies if you're inexperienced. There's other issues too. You may run out of time or get fatigued and the set is incomplete.

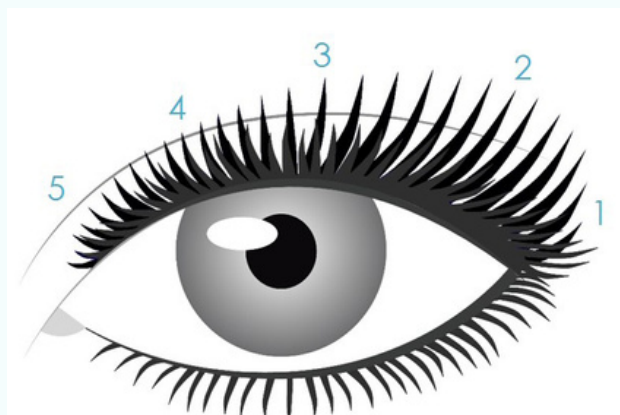


Lashing in Zones (sections)

One eye at a time

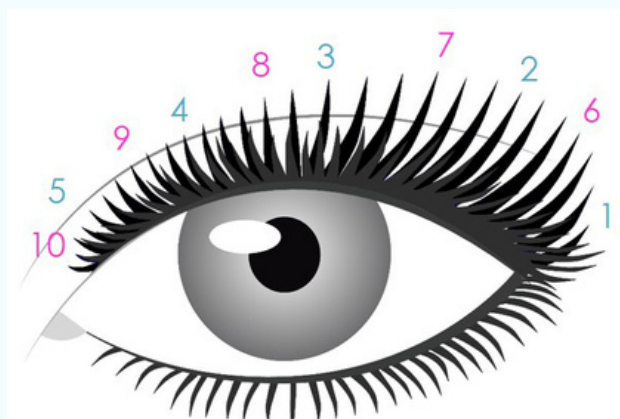
To help you to place the extensions in a structured and even way, imagine the lash line divided into several sections or zones.

As shown here, the 1st extension is applied near the outer corner (numbered in blue). The next 4 are spaced out towards the inner corner.



This divides the eye into 5 imaginary zones. They're imaginary as I haven't mapped them on the pads!

Once the first 5 extensions are place, you could place the next 5 between them. The 6th will be between 1 and 2, and so on.



Eye to eye so both eyes are treated simultaneously

You could work on both eyes at the same time. Attach 1 extension on one eye and place the 2nd in a similar position so it's mirrored on the other eye.

You build structure by working eye to eye, position to position.

There's countless ways of working but these examples offer a systematic approach to your work.

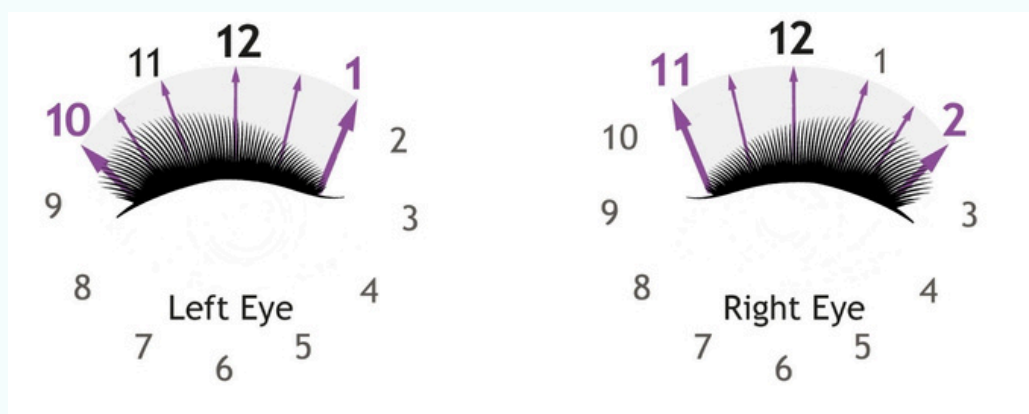
Direction perfection

Being precise with the way you place and 'direct' or 'point' your extensions can really accentuate a look as well as making your work look neat and tidy.

Your extensions should sweep or fan out along the lash line.

It's probably best to describe how to position them by comparing the sweep to the time shown on a clock face. For most people:

- The right eye sweeps from 11am at the inner corner to 2pm at the outer corner.
- The left eye sweeps from 10am at the outer corner to 1pm at the inner corner.

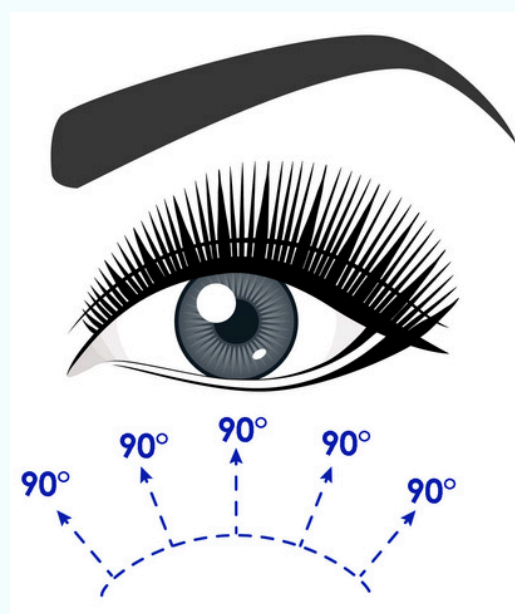


90° (degree) placement for 'sunrays'

Natural lashes often cross over each other and point in all directions! To create uniformity, think about where you bond the base of the extension to the natural lash.

Placing your extensions at a 90 degree angle to the eyelid will create a beautiful fanned out look like sunrays, as shown here.

If a natural lash is pointing towards 12pm, you need your extension to point towards 1pm so it's 90 degrees to the eyelid. Attach the base of the extension to the right side of the natural lash and angle it towards 1pm with its tip facing the sky.





7. Performing the treatment

01

Treatment plan - style, look, map

02

Prepare products

03

New contra-indications?

04

Lay down. Check Comfort

05

Apply PPE (mask)

06

Wash your hands

07

Cover their forehead

08

Cleanse lashes. Rinse well

09

Apply pads/tape on lower lashes

10

Switch overhead lamp on

11

Visible check for contra-indications

12

Optional: Apply Primer (oily clients)

13

Comb lashes

14

Draw Lash Map

15

Shake glue. Dispense a drop (change regularly)

16

Isolate a lash

17

Pick up extension/s

18

dip 20-25% base in glue

19

Attach: 0.5mm from lid at 90°

20

Hold isolation for a couple of seconds

21

Repeat until complete. Keep eyes closed 5 mins

22

Check: No lashes stuck to pads/tape or lower lashes

23

Check: Stickies & attachment & comb

24

Remove pads/tape

25

Cleanse eye area. Dry and comb

26

Turn lamp off

27

Open eyes. Check for stickies (top & bottom lashes)

28

Sit up slowly. Offer a mirror. Take photo!

29

Take payment & book infills

Treatment

Finish up

The detailed guide

Preparation

1. Check clients treatment plan

Ensures that you use the right products and you know the look and style you're creating or re-creating.

2. Prepare products for client

Prepare your treatment area with the equipment and products needed to perform your service before your client arrives.

If you're mobile, run a checklist to ensure that you take the right equipment and products for that days clients. Take spare tweezers and couch covers in case of soiling or damage.

3. Ask about any new contra-indications

Check whether they've had any issues or concerns after their patch test or last treatment as this may affect your ability to continue treating. For Patch tests, write the outcome on their Service Record. See page 48.

4. Invite them to lay down/recline on the couch/chair and check their comfort

Invite them to lay down on your couch and ensure that they're in the right position so you can see and reach them. This is for your comfort.

Check their comfort. Pillows support to their head and neck. Bolster cushions rest under the knees to support them. Offer clean blankets as laying still can make people feel cold.

5. Apply your protective face mask

Apply your face mask. It some protection from the glue vapours and provides a hygienic barrier between you and your client given the close proximity.

6. Cleanse your hands

Wash your hands thoroughly with soap and water and dry with a fresh towel, paper towel or hand dryer. If you're mobile, use a hand sanitiser. If your hands are too soiled for it to be effective, find a way to wash and dry them thoroughly.

7. Cover and protect their forehead

Protect their skin and hair from your hands and products. You'll be resting the palms of your hands on their forehead to steady them as you work and hair can fall into your adhesive. You could rest a freshly laundered headband over their forehead or use a disposable bouffant cap and invite them to tuck all their hair inside. You can rest a headband over the top or tuck a strong folded tissue under the cap to cover the rest of their forehead.

8. Cleanse the lashes and eye area. Rinse well and dry

- Prepare your lash cleanser as directed by the product.
- Work the lather into the lash line with a small disposable make up brush or disposable non linting wands. use microbrushes to work it through the layers.
- Tilt their head so the cleansed eye is a little closer to the couch.
- Thoroughly rinse the product away by dispensing water into the eye line from the inner corner. Catch it as it runs off from the outer corner with a folded tissue or cotton pad held on the cheek.
- Blot their lashes with a strong tissue and dry with a hand held fab or air blower

9. Secure the lower lashes with pads / tape

Apply as directed in the sub-chapter on eye pads. Once their eyes are closed, ask if they're comfortable.

Poorly placed pads or tapes can free the lower lashes to create stickies between top and bottom lashes. They can also cause watery eyes, flickering, flinching and red eyes so it's best to spend time getting them right.

10. Switch lamp on

Always use an overhead lamp, even if the natural light in your room is good. Your eyesight can deteriorate quickly If you're straining your eyes.

Only switch it on when their eyes are closed and whilst it's facing away from them then move it into place overhead so they acclimatise to it.

Have regular eye checks to ensure that your eyes and vision is well cared for. If needs be, show your optician what you do as it's not the same as other close up activities like reading!

11. Check their eye area for any contra-indications

Examine their eyes and lashes for any signs of contra-indications. If you find something that concerns you, question it. Consider the range of contra-indications covered earlier in this book and don't feel compelled to treat if you're not happy to.

12. Optional: Apply primer to the lashes

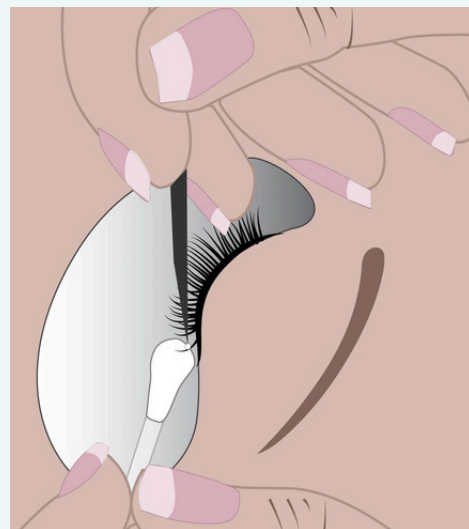
Liquid primer can be applied to the natural lashes with a microbrush to remove oils in the area where the glue will be used before treating. It's good to use on those who have oily skin or hair to ensure that there are no barriers between the glue and the natural lash.

- Pick up a little liquid Primer on the tip of the microbrush.
- Blot it on a clean tissue to remove any excess to prevent it seeping into your client's eye as it stings (If this happens and discomfort persists, flush their eye with saline solution or warm water for a couple of minutes).

- Stroke the microbrush along the top of the lashes where the glue will be used. Start at one end so you're systematic. Support it with a cotton bud or wooden spatula wedged under the lashes to grip them as shown here.

13. Comb lashes with a disposable mascara wand

Gently comb the lashes with a disposable mascara wand to separate the lashes in readiness for treatment. Don't comb as you treat as the glue from recently treated lashes may be tacky and you'll encourage other lashes to stick to it! They'll need tweezing apart.



14. Draw your lash map

Map the lengths and curls on the eye pads or tapes using a felt pen as shown in an earlier chapter.

15. Prepare your glue

Shake your bottle for at least a minute if you're doing it by hand.

Discard the first drop as the contents would have been trapped in the bottle neck and not mixed during the shake up. Place a rounded drop on glue holder.

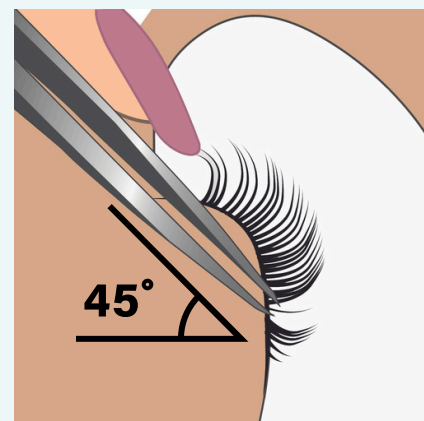
Application

16. Isolate one natural lash

Use isolation tweezers in non-dominant hand to isolate suitable adult lash to treat.

Hold them at a 45 degree angle to their face so if they move or your hand slips, the tips will not enter their eye.

Rest tips lightly on the pads or tapes. Pushing down too hard will open the eye.



Isolation tips. . .

- Close the tips of your 'pick up' tweezers. Enter the lashes near the lid. Move the lashes to one side. They'll be fewer lashes in the way when you use your isolating tweezer.
- Tape up the the lash layers with the edge of an eye pad or de-tacked tape as described in the eye pads sub-chapter.

17. Pick up a lash extension

The pickup/placement tweezers are usually held in your dominant hand – the one you write with. Pick up the extension you need for the lash you've isolated. It helps if you have it positioned well in your tweezers.

Pick up tips

You can pick your extensions from either side of the lash strip.

It's usual to pick from the right hand side if you're right handed and from the left if you're left handed – but it's up to you!

- Approach the lash strip from its side.
- Open your tweezers and grab one, about 1/3rd of the way down from its tip.
- Gently peel or roll the extension off the strip.

If you hold the extension too close to the tip, you'll have little control over it.

If you hold the extension too close to the base, you risk getting glue on your tweezers when dipping in it. It'll also be more difficult to place it on the natural lash.

If you find it hard to pick up just one extension from the strip, try this trick.

- Close your tweezers.
- Place the tips on the lashes, at the point where the lashes are still stuck to the strip near the top of the sticky mount where the blue arrow is in photo **a**. They should be about 2-3 lashes from the end.
- Roll or drag the tweezer tips over the extensions towards the end.
- The lash on the end will roll away a little from the others so you can pick it up easily.



If you've isolated your natural lash and find it hard to pick up an extension, have it ready to grab before you isolate.

Pick it and then place it back on the sticky lash strip as shown in photo **b**.

You'll soon learn to 'grab, dip and place' with practice!

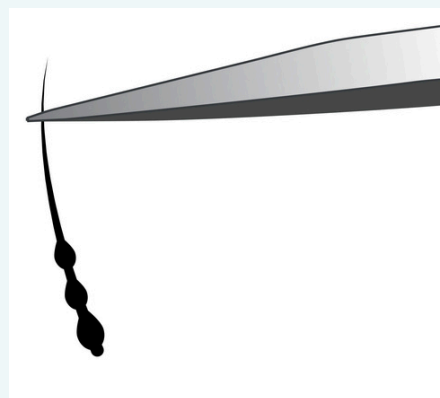


18. Dip the extension in the glue

Slowly dip 20% of the lashes base in and out of the top of the glue blob.

If you dip too quickly, you'll pick up too much glue as shown here. If you do, re-dip it slowly in and out.

Never dab off excess glue as you'll cause whatever is left on the undercarriage of the lash to cure too quickly.



19. Place the extension on the natural lash

Aim to place it exactly where you want it to go on the natural lash.

Distance: No closer than 0.5mm from the eyelid and no further away than 1mm as shown here

Direction: At a 90 degree to the eyelid

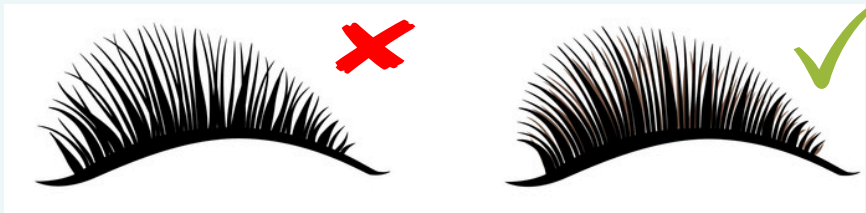
Position: Tip is pointing to the ceiling

Distance

The natural lash has more control of its extension if it's close to the eyelid. If it's attached to a Catagen lash, it'll continue to grow and move it further away.

Direction

If you place all the lashes at a 90 degree angle to the eyelid, they will fan out like sun rays and look neat. If you don't, you'll have 'crossover' with lashes pointing in odd directions as shown here.



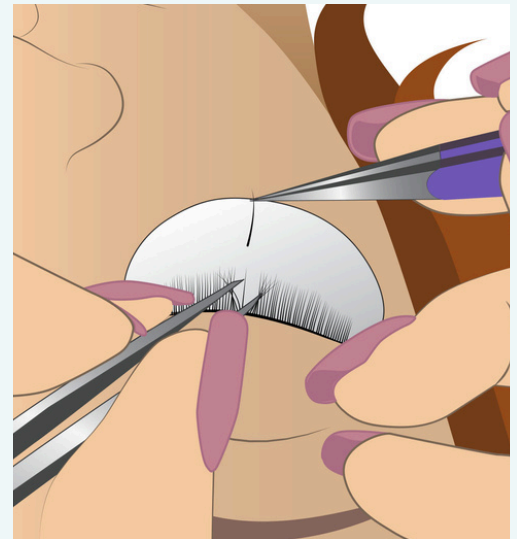
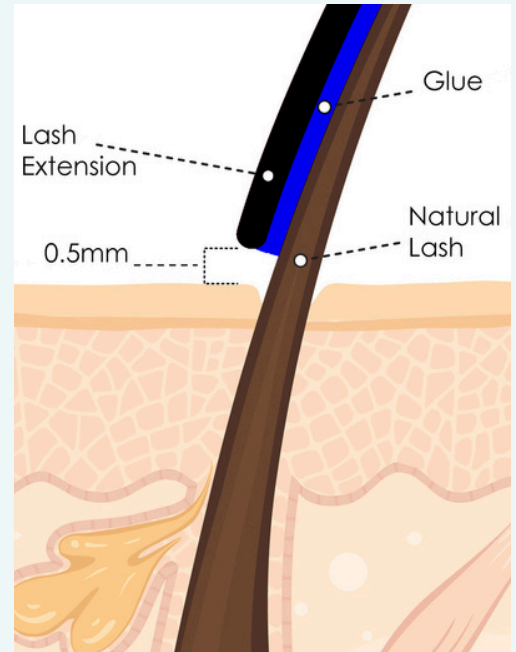
Position

You can attach the extension on top, the either side or underneath the natural lash as shown here.

My preference is to the side as you can clearly see the connection.

If the natural lashes are curlier than the extension, it'll be difficult to place on top as the tip of the curl will get in the way! Attach it underneath or to the side.

You need to fully connect the base of the extension with the natural lash. The way you place softer and curlier curls will be different because you need to adjust the angle of your hand that's holding the tweezers. If you don't, the end of the base of the extension will not be 'locked on' so it'll be lifting so it won't last long.



20. Hold the isolation

When you start out, hold the isolated lashes a little longer so you have less stickies to unpick! This may be 2-5 seconds until the glue is no longer shiny. If you picked up more glue than you needed or the temperature and humidity are low, it'll take longer to cure.

21. Repeat until complete!

Depending on the look you're creating, you could be placing around 80-100 extensions on each eye.

There are several systematic ways of working. When you're inexperienced, working on both eyes at the same time, and placing them in set zones to build up the set is the best way to achieve evenness. There are different models explained in an earlier chapter. It's good to try different ways to see what works for you.

After

22. Check: No lashes stuck to the eye pads / tape or lower lashes

Check that no extensions are not stuck to the pads /tapes or lower lashes. If you remove the pads with lashes stuck to them, you'll rip them out and this really hurts!

Any that are stuck will be near the base of the extension, near or on the edge of the pad or tapes near the base of the extension near the lid line.

You can check in a number of ways:

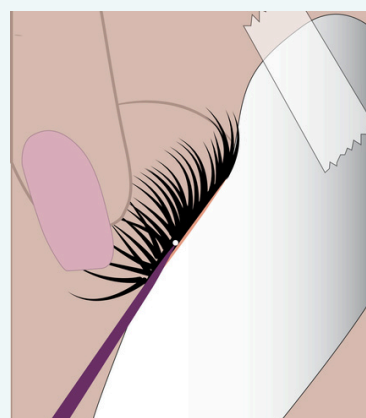
- Place your finger on their eyelid and lift it up a little. Lean over and check.
- Use a dental mirror, or
- Place a mascara wand under the lashes as though applying mascara and gently lift them up as shown here

If any are stuck to the pads or tapes, take hold of the extension near to where it's stuck to the pad with your pick up tweezers (as these are in your dominant hand). Then gently lift it up.

If it's stubborn, hold the pad or tapes in place with a free finger. If bits of the pads or tapes are stuck to the extensions, remove it.

To unpick lower lid lashes that are stuck to upper lid lashes, You can try several things:

- See if they can open their eyes. Sometimes they ping apart but don't force them!
- Slide the tip of a microbrush behind the two lashes that are stuck together and draw it up towards you as shown here.
- Use your tweezers instead of the microbrush. Close their tips and point them away from the eye.



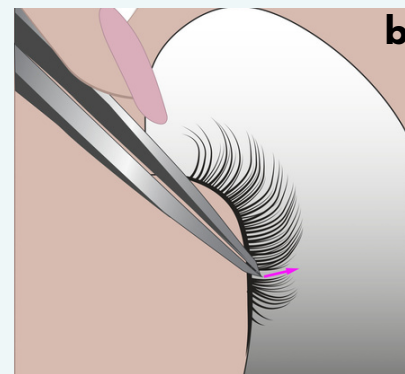
- If they're stubborn, take each lash in your tweezers, close to where they're attached and gently pull them apart as shown here in image **a**.



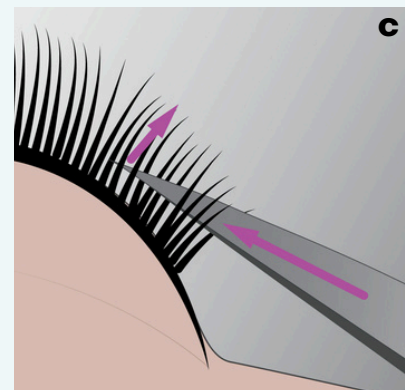
Prevention is better! Ensure that your pads or tapes are placed well before you start and check them if your client has been coughing or laughing as the pads in particular, can move easily.

23. Check: Stickies and attachment. Comb them

Check each extension in turn to ensure that it's not stuck to other lashes or extensions (stickies). At the same time, you can see if they're fully attached.

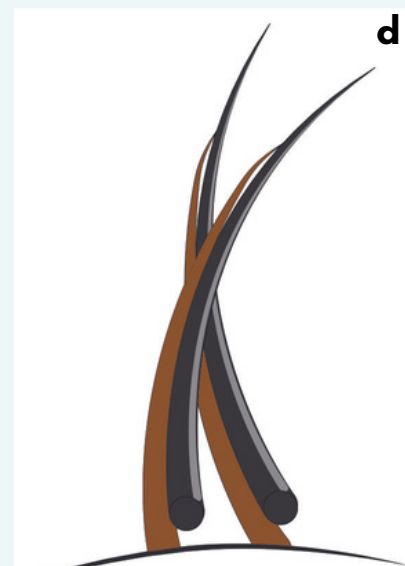


Start at one end. Swipe the tweezer tips between the extensions, from the eyelid to it's tip as shown here in image **b**. If it glides freely, move on and work through until you reach the other end of the lash line.



Now check the layers. Close your tweezers and enter the lashes from the side. Glide your tweezers from the eyelid to the tips as shown here in image **c**.

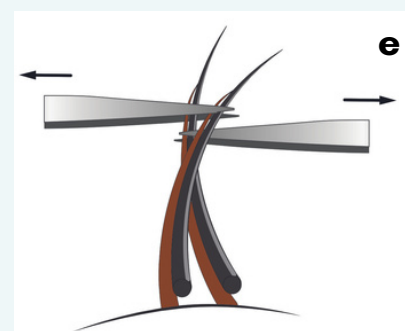
If you find extensions stuck to another natural lash or another extension as shown in image **d**, you need to separate them.



- Take each lash in the tips of your tweezer at a point close to where they're bonded as shown in image **e**.
- Hold them firmly and apply enough pressure to gently prize them apart. Pull each lash in the direction that they'd prefer to go so they'll break free easily.

If you've found several stickies, work to prevent this again by:

- Keeping the treated lash isolated longer
- Don't apply extensions near recently treated lashes. You'll push lashes towards the tacky adhesive
- Don't comb the lashes during treatment for the same reason
- Use the right amount of adhesive (not too much)
- Use a faster curing adhesive



Once you have checked for stickies and you're happy with the bonds, you can give them a good comb with a mascara wand. It's good to do this with the pads and tapes in place as the bristles can be a bit scratchy against the skin, especially on more mature clients.

24. Remove pads / tapes

Ensure that your client keeps their eyes closed when you remove the eye pads or tapes as their eyes may start to water. Eye pads are easier to remove and it's best to lift them away from their eye. Tape can be a little more uncomfortable to remove. The longer some types stay on, the stickier its adhesive. Start with the uppermost layer first and keep the skin taut as you gently peel it away. Remove one strip at a time as there'll be lower lashes caught between the layers.

25. Cleanse and dry the eye area. Comb them

Gently wash the eyelid and lashes and blot them dry with a fresh tissue. Use a fan to help them dry as you comb them. Cap the brush with a piece of paper straw and hand it to your client at the end.

26. Turn overhead lamp off

Turn off your overhead lamp and move it away so your client will be able to sit up without hitting it. Cup your hands over their eyes to shield them from the light, then slowly move them away as they acclimatize to it. Their eyes have been closed for some time and they can start to water if they're dazzled by the light.

27. Open eyes. Final check for top and bottom lash stickies

Whilst still laying down with their eyes are open, double check that all of their lower lashes are free and not bonded to any on the upper lash line – especially at the outer corners. Tweeze any that are apart.

28. Client may sit up. Offer a mirror. Take a photo. Cover Aftercare

Invite your client to sit up and to take a moment before climbing off the couch. They may become a little light headed from laying down for some time so they risk being unsteady on their feet. If you have a portable couch, hold it in place as your client dismounts to ensure that it doesn't tip over.

Offer your client a mirror and ask if they're happy with their treatment, notably the length, curl, thickness and volume. Write their response on their Service Record.

Now's a good time to take a photo for your records and for advertising purposes if your client has agreed in writing on your Consultation form.



29. Take payment and book infills

It's good to have a routine where you take the payment and then make a new booking. If you arrange their next appointment now, you'll encourage timely bookings and save future enquiries that demand your time. You can use self-service appointment systems or ones that sends reminder messages to try to reduce missed appointments.

***That's the step by step treatment process with your client.
There's other things you need to do now that they've gone.***

30. Update Client Service Record

You need to maintain timely and accurate records of your treatments and it is best to do this whilst it is fresh in your mind.

31. Clean and disinfect or sterilize your tweezers

Your tweezers must be disinfected before they're used on another client or where you have soiled them during treatment in any way, e.g. having dropped them.

32. Dispose of used products and change beddings

There are regulations guiding the safe disposal of soiled materials like microbrushes. Check with your Local Authority. Headbands, couch bedding and blankets that has been in contact with your client must be washed at a high temperature (over 60 degrees) and dried quickly before being used again.

33. Cleanse any leftover lash extensions in readiness for your next client

If you use the same strips of extensions for more than one client, you need to prepare them for your next one. As you select an extension, you generally touch the ones next to it with the tips of tweezers that have been in contact with your client. Those lashes should not be used on another client and should be discarded.

Use fresh tweezers to remove at least 2-3mms worth of extensions and then sanitise the rest and the lash tile or palette they are resting on. You can use a special sanitisers or an ultraviolet sanitising wand (in accordance with their instructions).

Elite
eyelash
extensions

Before After

Juliet
Knight

Elite
eyelash
extensions

Juliet
Knight

Elite
eyelash
extensions

Juliet
Knight

Elite
eyelash
extensions

Juliet
Knight

Juliet
Knight

Elite
eyelash
extensions

Juliet
Knight

Elite
eyelash
extensions



8. Aftercare advice

You need to explain how they should care for their extensions to get the best results. It's good to tell them why they need to do or not do certain things as this makes it more meaningful and encourages people to take action. Check that they understand what you have told them and invite questions.

Tell your clients that their natural lashes shed as a part of their natural lash cycle and that this is normal. They may think that any lash shedding is due to the treatment causing harm. Giving little or no information leads to misinformation. This can harm your business.

Tell them that they are more likely to notice the shedding as their lashes will be longer, thicker and darker. You could say. . .

“

Our lashes generally follow a 3 month replenishing growth cycle.

They're infants for their first month, then grow to become young adults in the second. They then rest for their final month before shedding.

This makes way for new growth and so the cycle continues.

This is why you need regular treatments called infills to maintain your look.

We all shed lashes every day and it can average 20 each week.

You'll notice this more because you'll see the extensions as they're longer, thicker and darker than your lashes.

If I apply 100 extensions on each eye, then half may shed within 3 weeks so I recommend having infills done every 2-3 weeks to keep them looking great!

”

To recap, tell them

- **What they should do** (care for them)
- **Why they should do it** (encourages them to do it)
- **What to expect** (shedding and the need for regular infills)

Myth busting

There was a golden rule for many years about **not getting the lashes wet for 24 hours**. It was thought that the adhesive needed that time to cure.

No one knows where this advice originated but one thing's for sure, it wasn't provided by science that guides that we should be cleansing the lashes and eye area to remove traces of adhesive from the tape and vapours from the glue. This should help to reduce contractions. This is an example of evidence based advice that challenges past 'rules' and why we should always be open to new information.

Now for the things clients must and should not do!

Here's what they should not do (the don'ts)

Avoid using oily products on them like skin creams

If oily products like moisturisers, sun cream and makeup work their way between the extension and the natural lash, then it will weaken the bond. Advise clients to apply products precisely and avoid contact with their lashes. They should also use an oil free makeup remover.

Avoid contact hair shampoos and conditioners

Hair care products are specially formulated for head hair rather than our natural lashes and extensions. Try to limit their contact with the lashes. Lashes and extensions should only be cleansed using a specially formulated lash cleanser that has been tested and certified as fit to be used for this purpose.

No more tears!

Tear fluid is made up of a range of components including water, oil and mucus. Often, clients lose more of their extensions if they have been crying. Advise them to cleanse their lashes after a tearful spell to wash away the oil and mucus.

Do not use face wipes or cotton wool

Advise against using face wipes and cotton wool balls to remove make up from around their eyes. These can snag on the bases of the extensions leaving threads that can cause irritation and discomfort.

Do not use ANY mascara

One of the benefits of treatment is the opportunity to leave the mascara alone! Advise clients that they **should not coat their extensions with ANY mascara**. If they feel the need to use it on any gaps between their extensions as they've experienced shedding, they need to shedding their infills sooner.

Mascara looks awful on lash extensions. It doesn't respect the tapered tip and the extension appears to be the same thickness from base to tip - like a sausage. It adds additional weight that could overload the lash line.

Removing mascara requires rubbing. This can dislodge extensions. As they're bonded very close to the eyelid, any mascara that gets caught in that gap will be especially hard to clean. This can become a rich breeding ground for bacteria that can lead to infections like Blepharitis. You are likely to be blamed for it.

Lash extensions do not cause infections. Poor hygiene does.

They can use mascara on untreated lashes along the lower eyelid. It needs to be fresh as old ones cake flaky products on the lashes that transfers to the upper lid when blinking. To remove it, advise them to use a little oil free makeup remover on a cotton tip.

Do not use oil based eyeliners along the upper eyelid

Recommend water soluble eyeliners only and they must only be applied to the skin and not dragged through the lashes. Like mascara, it becomes a problem when it gets caught between the gap where the extensions start.

Guide them to exercise care when removing. A flocked (non-linting) applicator wand moistened with oil free makeup remover works well. Stretching and holding their eyelid skin taut will help to stop it dragging through the bases of the extensions.

They can apply eyeliner under the lashes along the the lower eyelid. If it's worn on the water line, it will be transferred to the upper eyelids waterline through blinking. This is often missed when cleaning given its position 'under the lashes'. This is a ripe breeding ground for bacteria that can lead issues like blepharitis and cysts.

No false lashes

False lashes should never be worn with lash extensions. They're placed too close to the lash line and it's adhesive always gets caught up in the extensions and the lash line. It's incredibly difficult to remove as it is sticky and behaves like stringy elastic. This needs to be carefully tweezed away before the lashes and eye area are thoroughly cleaned!

No curling, lifting, perming or tinting the extensions

Advise your client that if they do these things, they can damage their extensions. Lash curlers will permanently crimp (bend) the extensions. Perming, lash lifts require the lashes to be glued to rods or shields and this will be really uncomfortable. Tests have yet to be done to understand if the chemicals are safe to be used on extensions. Similarly with tints. A client who has regular infills will not need lash tints. Even the lightest coloured eyelashes are hidden well with dark coloured extensions. They can have their lashes tinted before their first treatment and this can be done just beforehand. If they are tinted first, you can see them better against the white pads or tapes that isolate their lower lashes. If they are not tinted, you can also use a piece of coloured tape over the pad that will make them easier to see.

Do not pull or rub the eyelash extensions

They are likely to dislodge their extensions by rubbing. Pulling will rip the natural eyelash out prematurely causing gaps along their lash line that takes time to recover. If a Catagen lash is pulled prematurely, the hair follicle needs time to transition back to its Anagen phase so regrowth is not immediate.

Avoid close contact with harsh heat sources

PBT plastic lash extensions can frazzle or melt when heated. Clients should take care when using styling tools like hair straighteners or curling irons. Many heat to around 200 degrees centigrade like oven cooking temperatures! The heat remains momentarily in just treated hair and this should not touch the extensions. It can melt the tips and fuse them to the hair. This has happened 3 times to one of my clients! This damages the hair and the extensions as they need to be carefully cut apart. Trimming the extensions is fiddly, dangerous and leaves their tips looking obviously blunt.

They need to avoid intense heat generated by fire pits and barbeques (BBQs). Both the flames and the heat can be destructive. The back draft from just opened oven doors is also risky so remind them to take a step back for a moment so it passes!

Do not sleep facing into the pillow

Advise your client to avoid sleeping with their head nestled into their pillow. Their extensions can rub and some can become dislodged. They may find the odd extension on their pillow when they wake. Silk pillow cases can be a little kinder than cotton and polyester. If they tend to sleep with their face buried into their pillow, recommend that they use a sleep mask to protect their eyes. One that has shaped eye covers work well as it will not rest flat against the lashes. This is something that you could consider stocking and retailing to your clients.

Do not catch them on clothes or towels

They need to guide tight fitting clothing over their heads as they put them on and remove them as they can catch on their extensions. Towels can be used to gently pat the extensions whilst their eyes are closed to remove excess water.

Here's the 'must do' bit

Remove all makeup and cleanse lashes daily

The eyelid and lashes should be thoroughly cleansed daily with a specially formulated lash cleanser that's used in line with the manufacturer's instructions.

Wearing and removing face make up

Advise them to apply makeup carefully so it doesn't touch their extensions, especially foundation and eye shadow. Powder eye shadow should be applied as dryly as possible. They should pick up a light coat on their brush or applicator wand. If any of it drops onto the extensions, it can be removed with a cotton bud that is moistened with an oil free makeup remover. This is a reversed makeup routine for most clients as their mascara is usually the last product to be applied!

Pat the lashes dry after cleansing

Warn clients that the extensions group together when wet, just like their head hair and natural lashes do. This is normal and they will 'fan' out again when they're dry. To dry their extensions, they can:

- close their eyes gently pat their lashes with a fresh towel
- use a hairdryer on a cool setting
- glide the side of a clean finger under the lashes from root to tip (as though applying mascara). Excess water transfers to the finger

Products

You should recommend products that they can use to care for their extensions. Salons can make an extra 30% of their total income on product sales so it can be lucrative. You can sell products individually or as a care pack. You could stock and sell:

- Foam lash cleanser or sample sachets
- Soft brushes or lint free wands
- Crystal handle Mascara wands
- Oil free makeup remover
- Protective Sleep masks



You could also stock a range of products with lashes on them like note pads, cups and makeup bags. Lash addicted clients won't be able to resist! See our online shop!

Aftercare leaflet

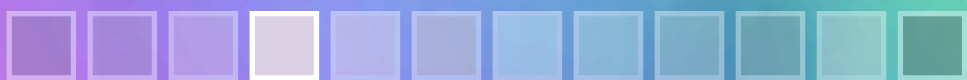
You should provide an aftercare leaflet for your client to take away with them for reference and have a ready supply.

These double sided A5 leaflets are available in packs of 50 or the template itself for self printing or for use on your website.

A4 tri-folding leaflets are available too with much more information about the treatment and how to prepare for their appointment.

Visit our online shop at
www.eliteeyelashextensions.co.uk





9. Retention

One thing that many lash artists ask is why their clients are not enjoying great retention. These are familiar issues for some of your colleagues. . .

- 3 lashes brushing off each time the lashes are combed during treatment
- Clients questioning why they only have half the set left after 3 days
- Clients arriving for infills with only 3 extensions left so they need a full set

Issues like this lead to complaints, bad reviews, demands for refunds and the need to repeat the work. Ultimately, this is lost business and revenue and can dent a lash artists self confidence.

How long the extensions last (retention), depends on these 7 key points.

1. Quality of your application
2. Quality of your products
3. How you use your products
4. How your treatment is cared for (Aftercare)
5. Your clients natural lashes
6. Your client's health
7. Your client's lifestyle

Let's look at each in turn

1 Quality of your application

- Thoroughly cleanse the eye area and lashes before treating
- Only treat healthy adult lashes and leave the infants to mature before treating
- Never overload the lashes with long and/or thick extensions
- Attach the extensions between 0.5mm to 1mm from the eyelid
- Fully bond 20% of the base of the extension to the natural lash
- For clients with oily skin or whose eyelids are resting on the lashes, bond 25% of the extension to the natural lash
- Use the right amount of adhesive for your environmental conditions, e.g. when it's hot and/or humid, pick up a little more
- Ensure that all your work is carefully isolated as there's no stickies
- Fully consider contra-indications, e.g. medication or tears from hay fever
- Fully consider contra-actions, e.g. watering eyes caused by the adhesive vapours

2 Quality of your products

- Buy products from reputable suppliers who have complied with industry regulations

3 How you use your products

- Ensure that opened and unopened products are in date
- Store them in line with their instructions
- Use them in line with their instructions
- Manage the temperature and humidity of your immediate work space when treating

4 Aftercare

- Take time to explain what they need to do **and** why it's important
If they know why it's important, they're more likely to follow your advice
- Provide an aftercare advisory leaflet for reference
- Tell them about the lashes growth cycle and that it's natural and normal to lose several lashes each day. This is why they need to book regular infills to maintain their look

5 Your clients natural lashes

- You can only work with what they have. You may not be able to bond 20% of the extension to super curly, misdirected or lifted natural lashes. Just let them know that they may not last so long

6 Your client's health

- Poor health management (sleep, diet and fitness) affects the body as a whole
- Prescription and over the counter medicines and remedies affect us in different (and unpredictable) ways. If they've had good retention before and the only thing that has changed is the use of medication, this could be why
- Hormonal changes and fluctuations brought about by pregnancy or menopause

Never try to diagnose or treat health/medical conditions unless you are qualified to so.

7 Your client's occupation or lifestyle

Some occupations and lifestyle choices have a greater impact on the lifespan of the treatment. For example: Swimmers may rub their eyes more due to chlorine irritation.

The important bit. . .

When lash extensions have been applied correctly with good quality products that are used in the best way, 99% of treatments will be successful ones. Many lash artists are quick to blame the client for poor retention without investigating the cause. We are responsible for the first 3 factors and have some influence over the 4th. These are the main retention factors. Lash artists who blame their clients will continue to do what they've always done. They'll get what they've always got - that's poor retention. Reviewing what you do and how you do it will help you to improve your performance.



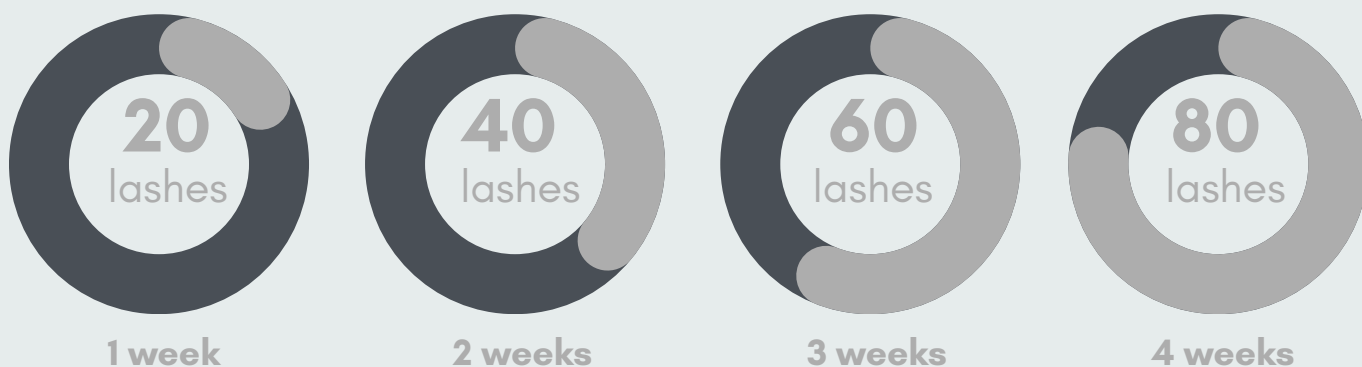
10. Infills

What is an infill?

Our eyelashes follow a replenishing growth cycle. If your extensions have been correctly applied with good quality products and they have been cared for, then most of them will be lost when their host lash sheds. This is why this is a semi-permanent treatment so clients need to return for top up treatments that are called 'maintenance' or 'infills'.

How regularly?

We shed around 3 lashes daily from each of our upper eyelids. It is feasible to shed



If a lash set has 100 lash extensions on each eye, then infills are recommended within 2-3 weeks as they will lose around half of their lashes and they will look sparse.

The frequency depends on your client's lash cycle, lifestyle and the look they want.

If their look is dense or glamorous, they'll need to be infilled more regularly to keep them looking full. You may recommend fortnightly. Any longer, clients may be tempted to use mascara!

How to do an infill

Check that each extension is

- 1 Clean
- 2 Damage free
- 3 Fully attached to its host lash
- 4 Positioned no more than 1mm from the eyelid
- 5 Not attached to other lashes or extensions (especially infant lashes)

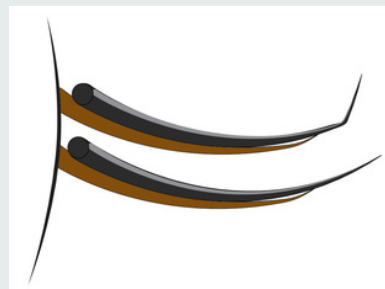
Remove any that are damaged, lifting from the lash or have grown away from the eyelid.

1 Check that each extension is clean

It's safe to clean the lashes with the extensions attached and it's wise to clean them first so that you can better assess what's left in place.

2 Check that each extension is damage free

You may find some with frazzled tips caused by excessive heat (probably from a cigarette lighter or a heated hair styler).



3 Check that each extension is fully attached to its host lash

Start at one end of the lash line.

Place the tips of both

tweezers between the lashes near the eyelid.

Gently nudge each extension to the side.

You'll be able to see if the base is lifting.



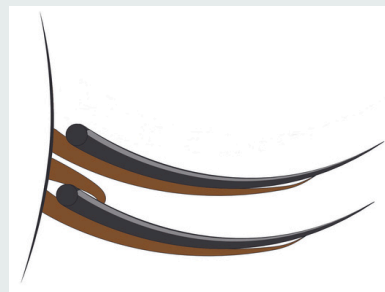
4 Check that each extension is positioned no more than 1mm from the eyelid

Extensions should be no closer than 0.5mm and no further than 1mm away from the eyelid. The closer the lash, the more control that the natural lash has over it.



5 Check that each extension is not attached to other lashes or extensions (especially infant lashes)

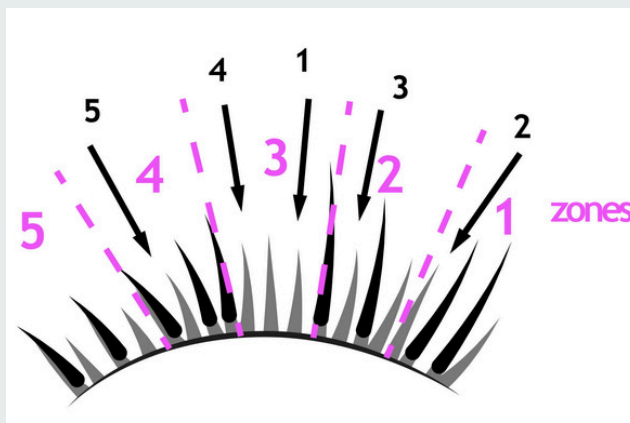
Despite checking when you last treated, you may have missed one or two, especially any infant lashes. These will be more noticeable now that they've grown as they will look like they're hooked onto an extension.



Counting up

Experienced lash artists learn to visually assess what's left after an infill and work to balance the set so one eye isn't fuller than the other. Until then, you can count up the extensions as you check each of them. One eye may have 15 more extensions than the other and there may be noticeable gaps where more work is needed. Working in that

area in one go risks moving lashes into ones you've just treated and they will stick together (stickies). If you need more extensions in zone 3 on the right eye as more lashes have shed from there, start by applying an extension there first, then work in zone 1, then 2, then 3 again, then on to 4 and then 5 as shown here. Then go back to zone 3 and repeat. It soon evens out!



Need to know FACTS

We do not have the same number of natural lashes on each eye. It can vary by 10% on average. Some as much as 20%. This is one of the reasons why you don't have to treat all the lashes.

The number of lashes in each of the growth phases will be different as they all grow independently. If you treat all of the adult lashes on both eyes, you could have many more on one eye than the other. It will be noticeable if you have a lot more extensions on one eye than the other! With experience, you'll learn to visually assess as you work so you can balance the look by not overtreating the eye with many more lashes!

The number of adult lashes a client has will vary from infill to infill. Your client may have had more adult lashes at today's infill so your treatment looks full. At their next infill, they may have many more infant lashes so their treatment may not look so full as before.

What qualifies as an infill?

It's your business, your rules. Here's 2 popular ways of working:

1. Charging an 'Infill' price

As a general guide

- more than 50-60% of the treatment in place after removing damaged, lifting or outgrown ones
- Price is often 50-60% of the full treatment charge

2 Charging by time

More and more lash artists are charging for time. This is useful when clients have shed more extensions so more work is required.

You could offer 'mini infills' that are top ups between infills. Some clients may welcome this if their infill schedule doesn't align with holidays or events.

Infilling other people's work

Infilling other peoples work is a choice for you but there are some considerations.

1. You may not be able to due to the quality of the work. This could be where
 - Too much glue was used
 - There's too many stickies
 - The lengths, thicknesses and curls used were not the best choice for that client
 - The style doesn't suit them
2. You can't account for the quality of that work. By adding to it, the client will hold you responsible if there are any issues and you can't guarantee the quality of the work you didn't do!



11. Removal

You may need to remove lash extensions for the following reasons:

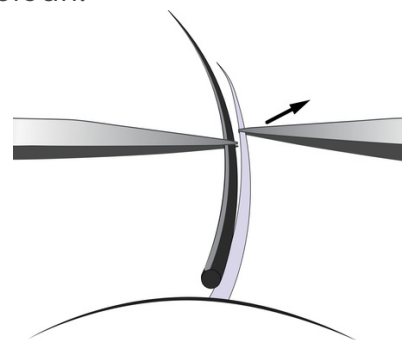
1. Contra-action from a patch test or treatment.
2. At the start of an infill, you need to remove some extensions that
 - Are damaged
 - Are no longer fully bonded
 - Have grown more than 1mm away from the eyelid
3. During treatment when you are not unhappy with the position of one
4. Another lash artists work that needs removing

There are 3 safe removal techniques that should be performed whilst your client is laying on your couch. Their lower lashes should be secured with pads or tapes to protect them and the delicate under eye skin from the debonder.

1. Peeling

If the correct amount of adhesive has been used, the natural lash can be peeled off the extension. This works well during treatments as it's quick and clean.

- Grip the tip of the extension in your isolation tweezers and raise it towards you.
Take care not to pull it
- Take the natural lash firmly in the tips of the other tweezers, close to the bond and gently peel it from the extension



Never peel or pull the extension from the natural lash.

You need to hold the natural lash firmly so that your client doesn't feel it pulling.

If it doesn't peel away easily, you'll need to use debonder. If you keep trying to peel it away, you could cause discomfort and you'll damage the natural lash by making it look frazzled.

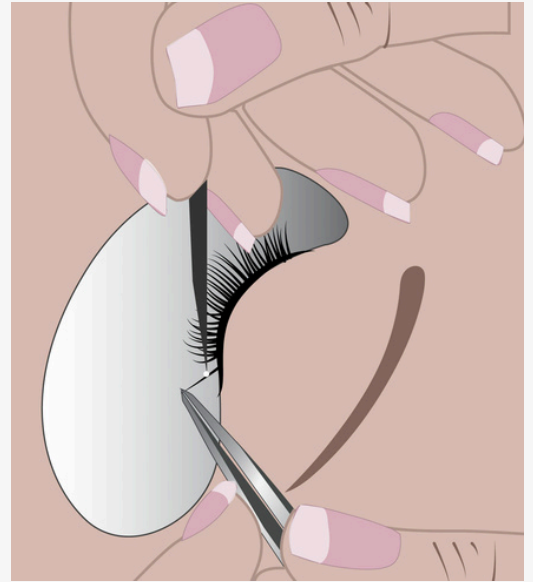
2. Remove an extension with adhesive remover (debonder)

You can use a little gel or cream debonder to remove an extension. It breaks the glue down to a liquid form. The liquid form is not recommended as it'll easily enter the eye.

Debonder is an irritant that needs to be used with care. If it comes into contact with skin, wipe it away and cleanse the area with warm soapy water. If it enters the eye, flush it immediately with warm water for a few minutes.

Dispose of contaminated items like the applicators and lash extensions with care. Do not place them on worktops as debonder can strip the colour from wood and the like!

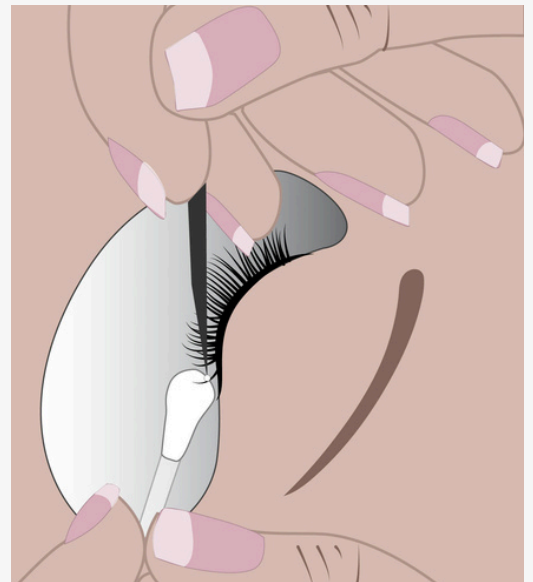
- Dispense a small amount of debonder onto a Jade Stone or other adhesive holder
- Use your isolation tweezers to grip the extension that needs removing
- Raise it from the lash line towards you, so it's away from the others. Take care not to pull it
- Pick up a little debonder on the tip of a microbrush. Place it on the glue bond area of the extension as shown. Avoid touching the skin (eye pads or tape should be in place)
- Stroke or swipe the microbrush back and forth along the length of the adhesive
- The extension will lift away easily after a few seconds. If not, pick up a little more debonder and repeat
- Once removed, remove all of the debonder from the natural lash. Wedge it firmly between two flocked applicators, drawing from root to tip
- Clean the area with a lash cleanser. Rinse thoroughly



3. Removing most or all of the extensions with debonder

This is a technique where you use debonder to remove many or the whole treatment where contaminating neighbouring lashes is not an issue.

- Dispense a small amount of debonder onto a Jade Stone or other adhesive holder
- Apply eye pads or tape as you would when treating. This protects the skin
- Pick up some remover on a lint free applicator. Place it on the extensions over the glue bonds (avoid the skin)
- Leave it for 3-5 minutes
- Wedge the extensions between the applicators as shown and drag them along the extensions. They should start to lift away easily. Otherwise, apply a little more debonder and repeat
- Once removed, wedge the lashes between fresh implements to remove all traces of the debonder – drawing them from root to tip
- Remove the pads or tapes. Clean thoroughly with a lash cleanser and dry them



Remove all traces of the debonder and the adhesive before washing their lashes. If not, the water shock cures the adhesive on the lashes. It turns hard and white in colour where it's bloomed. You'll need to use debonder to remove it!

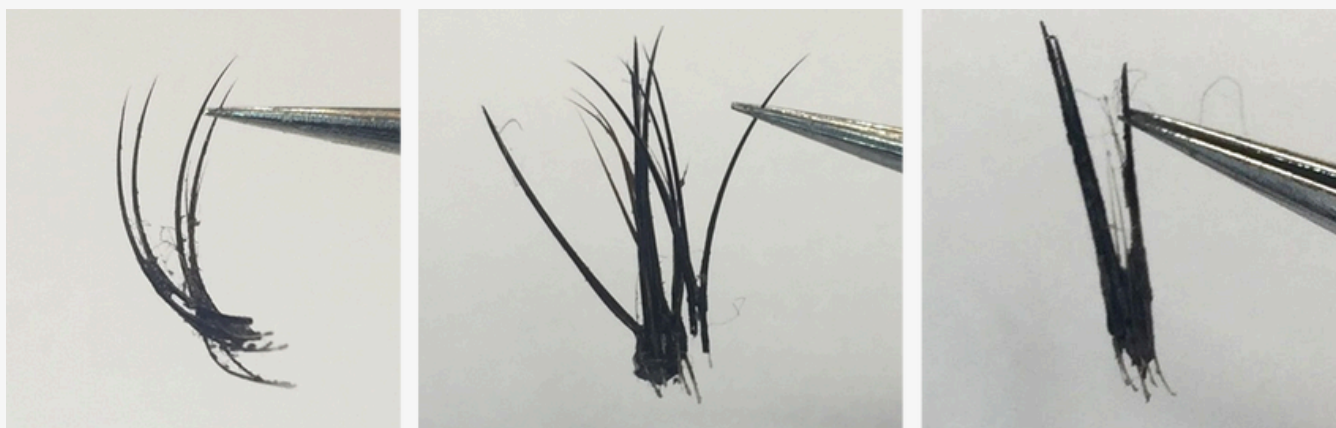
Once thoroughly cleansed, you can provide a lash extension treatment straight away.

Severe cases that need removing. Lash rescues

You'll be asked to remove extensions that have been poorly applied with too much adhesive and no apparent isolation. Many lashes and extensions will be bonded together into cluster groups. It takes longer for the debonding agent to act as it'll need to be worked between the lashes to break down the 'group' so that you can reach the ones that are in direct contact with the natural lashes that are carrying them.

Cases like this may seem a bit daunting, but don't panic! It'll take more time and an adjustment to the third removal method. . .

- Apply debonder to the lashes using a lint free applicator wand
- Work it between the groups of lashes with a fine microbrush brush to spread it
- Leave for 2-3 minutes. Then try to gently tweeze the bonded group of lashes apart. If they don't part easily, work in more debonder, wait another few minutes and try again
- Once they are no longer clustered, follow the steps in the 3rd removal technique



These were 'Classic' or individual extensions that were causing the wearer a lot of pain and discomfort. They have been removed with debonder. You can see that:

- Far too much adhesive was used
- Many extensions are glued together
- Lots of natural lashes are bonded together
- Bulbs can be seen on the ends of the natural lashes. This shows that the treatment caused them to be prematurely pulled from their follicles whilst they were clinging on to others. This would have been very painful.

Lashes grow independently of each other so when they're stuck together (stickies), they pull against each other. It can be very itchy and feels like the eyelid is being pinched. This causes a lot of trauma to the natural lashes, leaving gaps from premature loss.

This is not how this treatment should look or be experienced and acts as a reminder about the importance of using the correct amount of adhesive and the importance of isolation.



12.Problem solving

'A clever person solves a problem. A wise person avoids it'
- **Albert Einstein**

During treatment

Flickering eyelids

- Makes treating difficult unless you're skilled and experienced. May cause the eyes to open a little so the vapours from the adhesive causing a chemical burn (red eyes where the vapours have polymerised with the moisture on the surface of the eye)
- May be caused by tiredness, illness, emotions or following caffeine or alcohol consumption. Advise clients to avoid lots of coffee and get a good nights sleep before their lash appointment
- Do not treat unless the flickering can be managed. Placing an eye pad along the eyelid, close to the upper lash line can help

Please don't. . .

- Secure a coin with a piece of tape on the eyelid. This is not sanitary. It compresses the cornea that can cause temporary blurred vision
- Bond an eyelash to the pads or tapes to force the eyes to remain closed. This hurts and can dislodge pads or tapes that have weak adhesion to the skin

Eyes watering

May be caused by

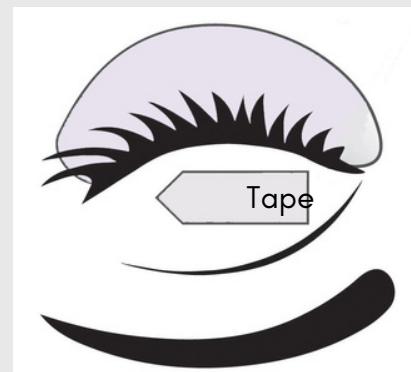
- Allergies like hay fever. Treat when the symptoms are managed or have passed
- Sensitivity to vapours from the adhesive. Do not treat
- Pads/tapes too close to the eye. Adjust them
- Opening their eyes so the adhesives vapours sting. Keep them closed until it cures
- Products entering the eye. Immediately flush the eye with water or saline as taught
- Light sensitivity. If they can't control their tears, do not treat
- Eyes not closed fully. Common for protruding eyes. Try resting eye pads over the eyelid. If that doesn't work, do not treat
- Eyes opening when talking or waking from a deep sleep. Discourage both
- Flickering lids. See above

Extensions not 'sticking' to the natural lash

- Traces of oils, makeup and pollution create barriers. Deep clean with warm water and a foam cleanser. Wedge the lashes between flocked applicators (more effective than soft brushes). Rinse repeatedly and thoroughly
- Fluctuating hormones. Can affect some people a day or two before their menstrual cycle and on the first day or so
- Issues with your adhesive or how it's being used. More on this soon

Struggling to treat inner and outer corners

- Use tape to lift and stretch the eyelid. This lifts and fans out the lashes so they're easier to reach
- Tilt their head to the side so their cheek bone faces the ceiling. You can then see and reach the outers. Tilt the other way to reach the inners



Natural lashes resting on the tapes or pads

- Use small pieces of de-tacked tape to lift the eyelid up a little. See the sub-chapter on eye pads
- Use tape to lift some of the lashes out of the way (called taping up). This lifts them all off the pads and helps with isolation
- Avoid bulking out the lower lash protection. Use thin eye pads (some microfoam tapes are very thick). Avoid using lots of strips of tape too

Extensions stuck to the eye pads or tape

- Hold the pad or tape steady with a fingertip. Gently lift the tip of the extension towards you in your tweezers

Caused by

- Natural lashes resting too close to pads or tapes when eyes are closed
- A heavy extension draws the host lash down onto the pad or tape
- When placing the extension, pushing it too hard onto the natural lash so it drops onto the pad or tape

Prevent by

- Using finer, shorter extensions (less weight)
- Lifting the lashes up a little with tape
- Place the extension on the natural lash more gently. Bounce it rather than push it to ensure contact

Stickies! Extensions sticking to others during treatment

- Don't panic. It happens! Gently tweeze them apart as you've been taught

Prevention is better so. . .

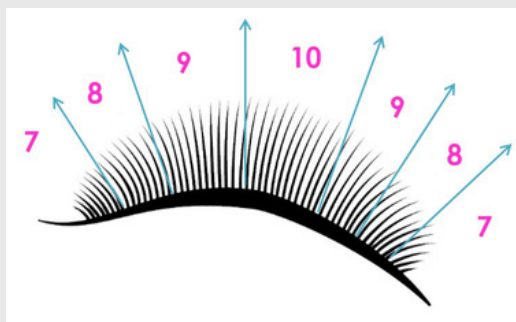
- Use both tweezers to isolate
- Isolate the treated lash for longer so the glue goes from shiny to matt
- Don't treat neighbouring lashes immediately. You'll push them onto tacky adhesive
- Don't comb the lashes during treatment for the same reason
- Use the correct amount of adhesive for your environmental conditions
- Manipulate the adhesive if you need it to cure faster (speed up solution or water drop near it) or try a slightly faster curing adhesive

Extensions crossing over

- Not placed at 90 degrees to the eyelid
- Not properly bonded to the natural lash
- Applied to a misdirected natural lash that crosses others. Bond to the side of the 'naughty' lash, even if it is just by 1mm at the base, then direct it where it needs to go
- Placed too far from lash line to be controllable

Direction of the lashes look different on each eye

- If you bond the extensions at a 90 degree angle to the eyelid, they will fan out like sun rays and will be even on both eyes
- It's common to misdirect the lashes on the eye that's furthest away from your placement hand (left eye if you're right handed!). You can prevent this by adding direction arrows in your lash maps
- Natural lashes are always well behaved and can point in all directions! Think about the direction the extension needs to face and attach its base to the best side of the host lash to be able to angle the tip where you need it



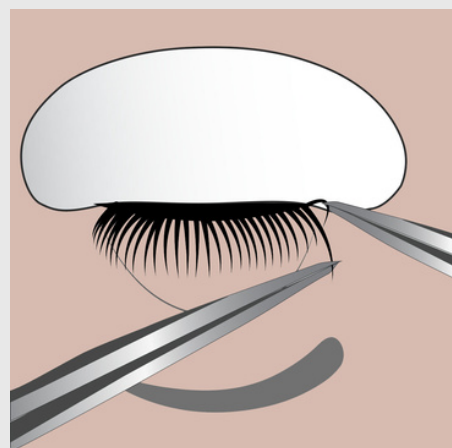
Clients falling asleep

- Client's eyes may flicker, their head may flop to the side and they may wake up with a sudden jolt or forget where they are and open their eyes. This is dangerous.

After treating

Upper lid lashes get stuck to the lashes from the lower lid

- Tweeze them apart as you have been taught. Do not try to force the lashes to part by pulling the lids apart. This really hurts!
- Prevent by ensuring that all the lower lashes are secured under the pads or tapes before you start
- Clients talking, smiling, laughing or coughing can move the tapes or pads and free the lower lashes. Ask your client to relax and refrain from talking. This should prevent smiling/laughing. Never treat someone who has a cough as it's dangerous. If it's a cough caused from swallowing, check and adjust the pads as they will have moved



Extensions drooping

- Too long and/or thick for the natural lash to cope. Use a shorter / finer ones
- Grown away from eyelid so the host lash has less control. Remove it and bond a new extension closer to the eyelid
- Not bonded to the host lash properly. Remove it and reapply a fresh one.

Extensions hang at the outer corners

- Outer corner lashes may be frazzled from being slept on and / or are fine and thin. Extensions are too long and / or thick for the natural lashes. Use shorter / finer ones

Eyes watering or stinging

- Adhesive on the most recently placed extensions may not have cured enough for them to be able to open their eyes so the vapours are polymerising in contact with the moisture in their eyes. Keep them closed for longer and fan them for comfort
- Another product has made contact with the eyes, e.g. threads from pads
- If it doesn't wear off after a few minutes, they may have suffered a contra-action to one or more of the products used. You may need to remove them if it is safe to do so

Extensions not attached properly or brush off when combed

- Not enough adhesive on the extension. It cured before it could bond to its host
- Adhesive got wet during treatment, e.g. by tears
- Adhesive has perished as it's either out of date or past its prime
- Adhesive has cured on the holder and needed to be refreshed more frequently.
- Adhesive not used at the correct temperature and / or humidity.
- Base of extension is not fully connected to the natural lash so it's lifting. Common with curlier curls like a CC and a D as you need to adjust the angle of your tweezers when placing different curls

At infill

Extensions have grown far away from the eyelid

- You may have treated an infant lash
- The client has a rapid growth rate and needs more regular infills

Complaints or concerns about poor retention

- Expect most clients with neat and healthy lashes to have more than 50% of their treatment left at 2 weeks. Guide clients on what to expect as being normal. Shedding is more noticeable because the extensions make it noticeable!
- If you are contacted before their infill is due, you need to see them to assess their lashes to determine the cause. If they have collected the lashes that have shed, ask to see them to check if natural lashes are attached. . .

If most have their host lash attached: that's expected, but they may have shed quickly.

- Growth rate can be much faster for younger people so they need more regular infills
- Extensions may be too heavy, deceiving the follicle to shed too soon. Excessive weight can stress the hair follicle and cause long-term harm. Use shorter and finer extensions
- They may have had more telogen lashes that were treated and these were due to shed in any case. Monitor how they get on with the next treatment

If most don't have their natural lash attached: most common issues tend to be. . .

- Quality of the application: Dirty lashes
- How the products were used: Not enough adhesive or it cured too soon before the extension grabbed the natural lash
- Aftercare: Ask how they've cared for them (though it's likely to be what we've done!)

Note: Most lash artists blame their glue. If it's within date (unopened and opened), it's far more likely to be what you have done and how you have done it!

Client advises of a reaction after their treatment

- We can develop a contra-action (sensitivity or allergy) to the products used to treat at any time. It may have been caused by one or more of your products though most likely to be an ingredient in the adhesive or the adhesive in the pads / tapes
- If you or they are concerned, advise them to see a medical practitioner as soon as possible
- Update their Service Record. Write what they said, what you've seen and advised
- Take or ask for photographs of any visible symptoms
- Offer to remove the extensions and all the adhesive if they are not in pain or discomfort and it is safe to do so
- Unless you're a medical practitioner, you can't recommend remedies. Not even 'over the counter' products as this is outside the scope of your training
- Do not re-treat. If you do, you'll be using the same or similar products, e.g. changing to a sensitive adhesive. It's the same or similar ingredients. You will invalidate your insurance

Adhesive becomes thicker or gloopy during treatment

- Shake the bottle well before use (1 minute by hand or 20 seconds with a shaker)
- Refresh your adhesive drop regularly as it starts to cure once it is dispensed. Refresh more regularly when hot and /or humid
- Manage the temperature and / or humidity. See tips in the Adhesive sub-chapter
- Don't pour fresh adhesive over old blobs. This will spread it out so it cures quicker

Adhesive goes thick / gloopy, often and quickly

- Opened and unopened bottles have a shelf life. Suppliers should guide you
- Store in a dark, air-tight container to protect from sunlight and moisture
- Use a hygrometer to check that the temperature and humidity of your workspace is optimum for your adhesive. Manage your space with tips in the Adhesive sub-chapter
- When humid, the bottle is opened more often to refresh the blob. This exposes the contents to more moisture and 'cures' the contents quicker so it will not last as long
- Replace the lid tightly as soon as possible after use to reduce exposure to moisture
- Stop using any bottle of adhesive that's thickened. The extensions will brush off in a day or so!

Sticky lids!

- It's a glue bottle, it happens! Pliers can help but the neck can break and make the opening wider. This exposes the contents to more moisture
- Prevent this by dispensing neatly. Hold the bottle about 2-5mm from the adhesive holder and allow the 'drop' to drop without squeezing the bottle. Turn the bottle upright and wipe its neck with a wax strip or non-cotton based nozzle wipe and replace the lid

Adhesive gushes or bleeds from the bottle when opened

- Some glue bottle designs are more prone to the glue gushing when opened after shaking. Prevent this by reducing the pressure in the bottle. After pouring, hold the bottle upright. Squeeze it gently to draw the contents back inside then apply the lid

Neck of the bottle is clogged

- Use a Glue Pin to clear the blockage, not your tweezer tips. That'll stretch the neck so more moisture can creep in and spoil the contents sooner
- If you keep pushing cured glue back into the bottle, the contents can spoil sooner
- Some bottle types have replacement heads. Keep some spares!
- Prevent clogging by not squeezing! Tilt the bottle and let it flow.

A final note. . .

20 top tips to keep you and your lash business healthy:

Look after your clients

1. Never overload the lash line by using lengths and thicknesses that are not safe
2. Treat 1 natural lash so it's 0.5-1m from the eyelid and sweeps in the right direction
3. Always leave infant lashes untreated so they can thrive before they are put to work
4. Check for, and deal with lashes and extensions that are stuck together
5. Use your products and equipment in line with the manufacturers instructions
6. Never attempt to diagnose or treat conditions, unless you are qualified to so
7. Always perform a consultation and patch test at least 24-48 hours before treating
8. Never treat someone who you believe is not suitable for it
9. Always maintain client confidentiality – don't get drawn into gossip!
10. Follow the conditions laid down by local regulations and your insurance provider
11. Use the right equipment for your clients comfort
12. Never compromise on the quality of your products
13. Always observe safety and cleanliness at all times

Look after yourself

14. Use the right equipment for your comfort; seating, lighting, masks and magnification
15. Keep yourself updated with new developments by networking and taking courses
16. Set polices and use them by charging for late changes and missed appointments
17. Withdraw your service from those who do not respect it!

Look after your industry

18. Always act professionally and honourably – never steal clients or criticise others work
19. Never overpromise what the treatment can do. Newsflash: it doesn't last for 3 months!
20. Support the raising of standards in the industry in any way you can



The background is a dark blue gradient. Overlaid on this is a light blue, stylized floral and vine pattern. The pattern includes several five-petaled flowers, long, slender leaves, and swirling vine-like lines. There are also small, scattered dots and a butterfly-like shape in the upper right. The overall aesthetic is elegant and decorative.

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