

The Ultimate Guide to Eyelash Extensions



Eyes | Lashes | Consultations | Contra-indications | Contra-actions | Products | Adhesive | Introduction to Styling | Mapping | Detailed Application Guide | Aftercare | Infills | Removal | So Much More...

Your comprehensive beginners and intermediate eyelash extensions guide by

Julie Knight

Master Lash Stylist and Trainer

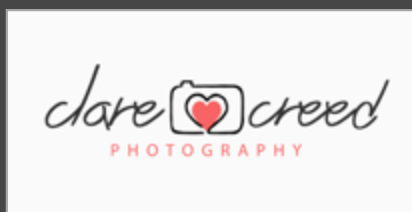
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Elite eyelash extensions

Welcome from Julie

A very warm welcome to this Individual Eyelash Extension Application learning support guide. It has been brought to you by Julie Knight, Master Lash Stylist and Trainer from the Elite Eyelash Extensions Training Academy.

This is the second book of three training course manuals for Individual Eyelash Extension Application. Together, they form a suite of learning materials necessary for new lash technicians as part of their intensive course with the Academy.

The Academy offers lifelong advisory support to their students after certification. They are encouraged to continually reflect on their performance to keep learning and bettering themselves. Networking with colleagues and professional support bodies is encouraged. This helps to raise and achieve the high standards demanded of our industry. This is expected from our clients. They deserve a safe and professional service on each and every occasion from specially trained, confident and competent technicians who work hard and strive to do their best.

Thank you for choosing to develop your professional knowledge and skills with Julie.

Julie Knight

Master Lash Stylist and Trainer
Principal of the Elite Eyelash Extensions Training Academy
Director of JK Beauty Ltd



This Guide is packed with sound advice and tips. When you see me 'tip the wink', you know it's great advice!



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1. Introduction to eyelash extensions

What?

Individual eyelash extensions are made from synthetic PBT plastic or animal fur. They are available in a range of lengths, thicknesses, curls and colours.

Adorned by celebrities and the girls next door, there is a phenomenal demand for highly trained, skilled and professional lash technicians who can create stunning lash enhancements.

Why?

Whilst our brows frame our face, our eyelashes define our eyes. Skilfully applied lash extensions can enhance their length, thickness, curl and colour. There is the opportunity to design a unique and eye catching look for each person.

Where?

This is a relaxing treatment that can be performed comfortably in a beauty salon, a well-equipped home treatment room or as a mobile service in the comfort of your client's home. This treatment is best performed in the right environment as you will soon learn. Specially designed and equipped treatment rooms offer the very best results each time.

How?

Consultation

A privately held consultation is necessary to check for contra-indications. This determines a client's suitability for treatment. There are conditions that may prevent an offer of treatment at the time, such as eye infections or recent eye surgery.

Your client needs to know how your treatment is performed and that there is a risk of a reaction. You need to earn their consent to provide your treatment in an 'informed' way.

A patch test must be done at least 24 to 48 hours beforehand, with all the products that will be used to perform this treatment. If a reaction occurs (contra-action), then it is not possible to provide any treatments using those products. If the client shows no contra-actions to the patch test, then treatment may be offered. Patch testing is essential to protect you and your client. It is often a condition of your Insurance to practice. Furthermore, it is often advised by the manufacturers and suppliers of products, especially the adhesive.

Treatment

This is a relaxing treatment for your client as they lay back on your beauty couch or reclining chair. You sit comfortably behind their head as this is the best position to see and reach them. Their lashes are cleansed using a specially formulated lash cleanser and then dried. Eye pads or certain tapes are used to protect their lower lashes and this prevents them from being bonded to the extensions that are applied along the upper lash line. Their eyes remain closed during the treatment.

Using fine pointed tweezers in each hand, a lash extension is carefully bonded to one natural lash with a specially formulated adhesive.

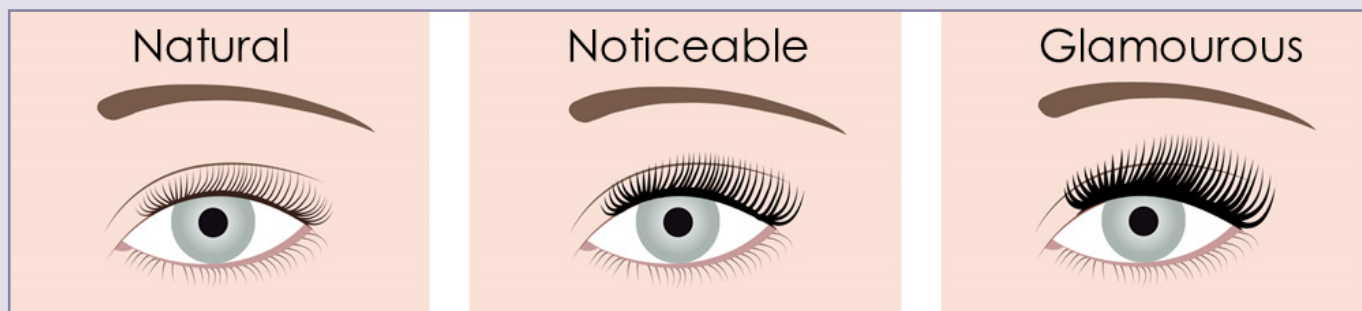
Usually, the tweezers in your non-dominant hand are used to select and isolate a suitable healthy adult lash that will host the extension. The tips of the tweezers held in your dominant hand are used to pick up the extension, about a third of the way down from its tapered tip. The base of the extension (being the thicker end to be placed closest to the lash line) is dipped in the adhesive to acquire the right amount. It is then placed on the host lash, between 0.5-1mm away from the lid line so it sweeps and points in the required direction.

The adhesives are relatively fast curing (drying) so you only need to keep the neighbouring lashes isolated for a few seconds. This allows the adhesive on the treated lash to cure enough so the neighbouring lashes do not stick to it. This creates sticky's that need to be separated carefully.

Having placed an extension on a host lash on one eye, its length, thickness and curl is usually mirrored on the other eye to achieve an evenly blended and balanced look. This may be repeated between 50 to 130 times per eye, depending on the look you have agreed to create for your client. What you agree and do should suit your client and you should never overload their natural lashes with extensions that are too heavy for them.

There is an extensive range of lash extensions available in various lengths, thicknesses, curls and colours that can create very different looks or styles.

You may be offering a very natural look, something more noticeable or something very dense and glamorous. The look depends on what you have to work with in terms of the number of natural lashes they have and their condition. We can create wonders, but we cannot perform miracles!



It is usual to use 3-5 different lash extension lengths for each treatment and you will learn how to place them using a lash map in Chapter 7. This will help you to place the sequential lengths from the inner to the outer corner in certain positions, e.g. 7mm, 8mm, 9mm, 10mm, 11mm, 10mm and 9mm.

Every extension is checked at the end of the treatment. This is to ensure that they are securely attached to their host and that there are no sticky's. This is done using the tips of both tweezers to check through the lash lines and rows along the lid line. Where an extension is stuck to its neighbour, the tweezers tips are used to grip the extension and the bonded lash, close to their contact point. They are gently encouraged to part in a controlled way with a little pressure. This is a minimal task if they have been applied correctly.

Caring

Your client needs your advice on how best to care for their lash extensions. They can sleep, shower and swim whilst wearing them. Extensions that have been applied correctly with good products will usually last until the natural lash sheds. This is why regular maintenance is required.

Maintaining

Extensions will usually shed with the natural lash that has been hosting it. This is normal as our lashes have a replenishing cycle that makes way for new growth. Consequently, regular maintenance (or infills) is recommended every 2-3 weeks depending on your client's desired look, lash cycle and lifestyle.

Record keeping

You must keep timely, relevant and accurate records of your treatment service with each client. These will include treatment plans so you know your client's desired look and what products you have used so you can replicate it again next time.

Let's start with some sound advice

This learning support guide is just that, a guide. It teaches safe and hygienic techniques that are proven to work. All technicians work in different ways and you may want to see if their way works for you. No matter what, there are things that you must never compromise, these are:

- Follow industry regulations and the conditions of your insurance provider as they exist for many reasons. These include product safety and safe working practices like patch testing.
- Protect all natural lashes from overloading at all times. It causes stress and harm to the lash line that can lead to permanent damage. Always use the right length and thickness, and bond the extension to one host lash only. This should be between 0.5mm to 1mm from the lid line. Never let clients increase the weight by adding mascara!
- Ensure that your tools and products are never compromised. For example, tweezers should be sterile and single use disposable items like microbrushes should only be used once. Never re-dip them in your products after they have made contact with your client as this can lead to cross contamination and cross infection. Don't let clients touch your lashes in their trays. Present them on a demonstration stick or on training lashes for that purpose.

Remember, always consider safety and cleanliness





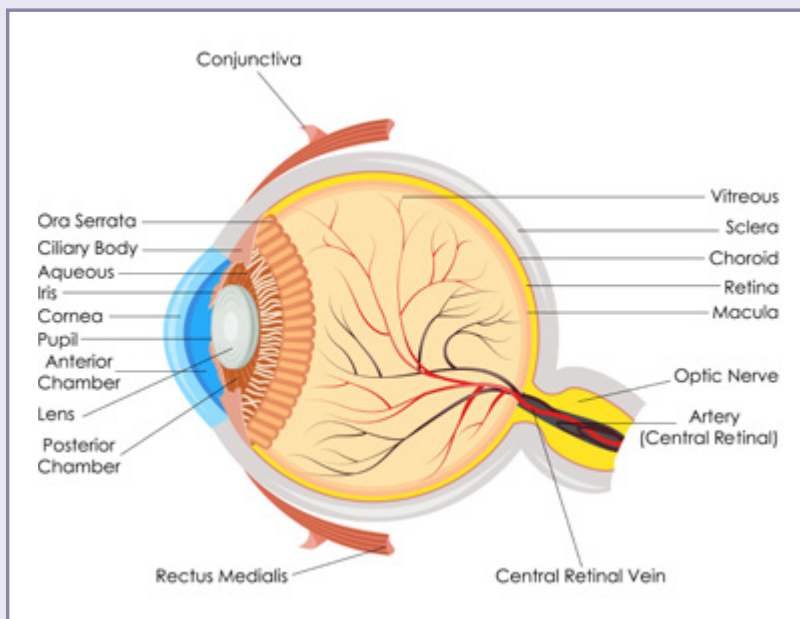
2. Anatomy and physiology of the eyes and lashes

The eyes

Our eyes receive information that is sent along the optic nerve for our brain to process. They are close together to allow for improved depth of field. They are made up of various structures.

The whites of our eyes are called the **sclera** (sk-ler-a). It is the tough skin covering most of its surface, apart from the cornea. It works to protect the internal parts of the eye that are sensitive.

The **cornea** is the clear skin that covers the iris and pupil at the front of the eye. It has no blood vessels in it.



The **conjunctiva** is the lining on the inside of the eyelid and the outside of the front of the eye. Its tiny blood vessels can be seen when it is inflamed (conjunctivitis) or where the eyes become tired.

The **iris** is the coloured part that surrounds the pupil. It changes in size and controls the amount of light entering the eye. Melanin is a natural pigment that gives our skin, hair and iris their colour.

The **pupil** allows light to enter eye. It reduces in size in bright light and gets bigger in darker settings.

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 in 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 and your treatment may cause harm:

1. if they are sensitive to your products as your clients eyes may become irritated by the vapours from the adhesive, even if their eyes are closed. It can cause tears during treatment.
2. if they inadvertently open their eyes during treatment or partially open them due to flickering. The vapours can react with the moisture on the surface of their eyes and can cause redness and discomfort.
3. by the way you treat, e.g. you secure the lower lashes using eye pads or tape to prevent them bonding to the treated lashes. If the pads or tapes make contact with the sclera, they may cause an abrasion that can lead to redness and discomfort. This may require medical treatment and symptoms can last several days.

The eyelids

The eyelids work to protect the eyes. Though the skin is relatively thin, it has the highest number of sebaceous glands when compared to the rest of the body. These glands secrete sebum that is oily as it acts to waterproof the skin.

You will learn that our eyelash adhesives do not perform well when in contact with oil or oily products as it can weaken the bond. The extension is unlikely to remain attached to its host lash until it sheds. Clients with oily skin or hair need to know that they may not last as long as you would expect and they also need to be warned about the careful use of products or avoidance of some. We will cover this in the Aftercare section in Chapter 9.

The Eyelashes

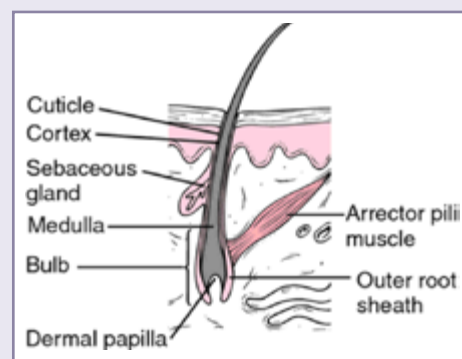
The eyelashes work to protect our eyes. Each lash is a sensory hair that causes the eyelid to close spontaneously when they are touched by things that could enter the eye. They also guide foreign bodies or sweat away. This is why the lashes along the upper lid line curl upwards whereas those along the lower lid line curl downwards.

Small tear glands are located in the upper eye lid. They make and secrete tears to keep the surface of the eye clean and moist. This helps to protect the eye as blinking spreads the tears over the eyes surface to wash debris away to the inner corners.

Tear fluid is made up of a range of components including water, oil and mucus. They protect the eye and support our immune system as they have the ability to fight against bacterial infections. There are three types:

- Basal tears constantly lubricate, nourish and protect the eye.
- Reflex tears are triggered by irritants. It may be dirt or the wind entering the eye, bright sunlight, or strong vapours like that produced by onions or our adhesive. They attempt to wash irritants and debris away from the eye.
- Emotional tears can be triggered by stress, pain, anger or even pleasure (laugh out loud!) that have more of an impact on our bodies. The obvious ones are the reddening of the face, erratic breathing and upper body shudders. They contain more of the protein-based hormones.

As tears contain oil, some clients may find that their extensions do not last as long as we would like after a tearful spell.



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 and 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. Follicles 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 outermost part of the hair is the **cuticle**. It is formed from dead cells that overlap into layers to form scales. These give the hair strength 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 inner most part is the **medulla** that contain cells. It's not usually present in finer hair.

Volume, length, thickness and layers

The number of natural lashes along the upper lid line varies from person to person. There may be as few and sparse as **90 eyelashes per eye to around 160** that would look thick and full. **Each person will not have the same number of natural lashes on each eye.** The average number along the lower lid line varies between 60 and 80 lashes and they tend to be shorter.

The average natural lash length along the upper lid line is **between 6mm to 9mm** and they are between **0.05 to 0.10mm thick** on average. They can vary greatly with some people and you will notice that they can be shorter and finer with age and/or poor health.

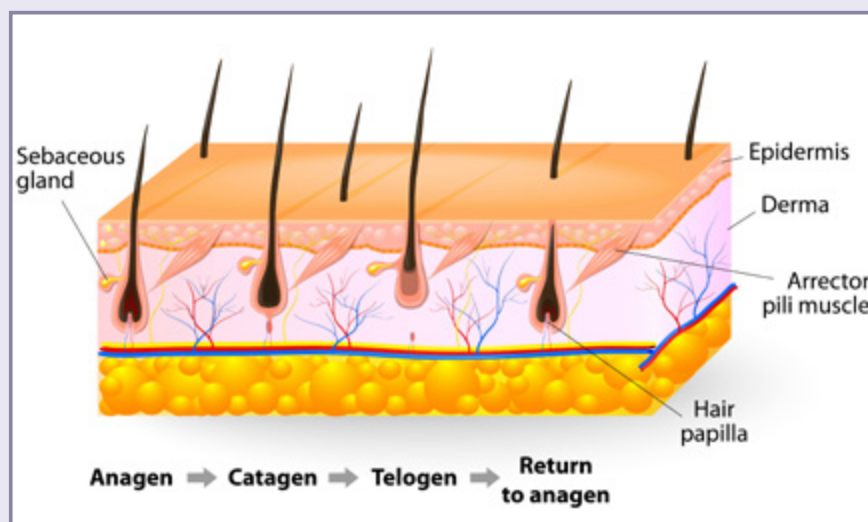
Natural lashes are not uniformly aligned side by side, they are **generally arranged in 3 layers or rows** as illustrated in this side view of an open eye. Some people may have as few as 1 or 2 layers in some places along their lash line or as many as 4 or 5. **This is important to remember when isolating a natural lash.** You may think you have isolated one to treat but there may be another one directly underneath.



Eyelash growth phases

Natural lashes have an **average life span of around 90 days**, so about 3 months. This again, can vary with age and/or poor health.

It is normal to **shed around 3 natural lashes from each upper lid line every day**. So it's possible to lose around 21 lashes in a week, around 42 in two weeks and 63 lashes in three weeks from each eye. Eyelash extension application is therefore semi-permanent as the extension is lost when the natural lash that is hosting it sheds. This makes way for new growth that can be treated when it is old or strong enough. This is important to remember when promising how long your treatment will last. Booking regular maintenance appointments every 2-3 weeks is best to keep them looking full.



Just like body hair, our natural lashes are in one of three phases of growth.

The shortest lashes are the in the **Anagen** growth phase. They are the infant or baby lashes. This is a fast growth phase.

The medium length lashes are in their **Catagen** phase. They are young adults. As they are in a **transitional** phase (between phases), they grow a little to reach the next phase (Telogen).

The longest lashes are in their **Telogen** phase. They are **resting** as they get ready to shed. They tend to be a fraction thicker than the others too.

When you look closely at someone's natural lashes, you will see that they all vary in **length, thickness and the number of lashes on each eye**. Each lash grows independently so from one week to the next, the number of lashes in each phase will vary. If you treat all the adult lashes, you may notice that there are times when your treatment looks fuller than it did at previous infills.

This can happen when there are more lashes in their Catagen or Telogen phases as they are treatable. On other occasions, there could be many more Anagen lashes. These are far too immature to be treated. So it can look less full if more lashes are in this phase. Be mindful that there may be more Anagen lashes on one eye when compared to the other and sometimes they are concentrated in one place along the lash line. If you treat every adult lash, then your treatment will not look balanced. This is where the placement techniques in Chapter 7 will help you to create a balanced look.

This is a good reason why both eyes should be treated at the same time rather than one at a time. This is done by working from one to the other. You are more likely to apply an even number of extensions on each lash line so they look balanced and even.

We will look at each phase in more detail.

Anagen (Growth)

- 1st month
- 0-4 weeks old
- Shortest lashes
- Immature infants
- Weakest lashes
- Generally unruly
- Rapid growth
- Enters next phase

Catagen (Transitional)

- 2nd month
- 4-8 weeks old
- Medium length
- Young adults
- Folicle shrinks
- Slower growth
- Enters next phase

Telogen (Resting)

- 3rd month
- 8-12 weeks old
- Longest lashes
- Older adults
- Thicker lashes
- No growth
- Sheds
- Returns to anagen

Eyelash extensions and each phase

We have a duty to ensure that our client's eyelash growth cycle stays healthy. It must not be harmed by our treatment. You need to know these key points about each growth phase.

Anagen Do not treat

- Isolate well
- Too weak to treat
- Lash grows, carries extension far from lid line
- Lash would droop
- Uncomfortable

Catagen Best to treat

- Will last longest
- For natural looks
- Be growth at infill
- Re-treat at infill so extension is closer to lid line

Telogen Treat for volume

- Due to shed, don't treat for natural look
- Treat with catagens for noticeable, and glamorous looks

Your treatment must never overload the lash line. The extensions should not be too thick and / or too long for the natural lash to cope with it. This is a common error. We should not do anything that may cause harm, even temporarily. The natural lash can be treated with an extension that is around double its thickness but no more. For example, a 0.07mm natural lash can carry a 0.15mm thick extension but no thicker. Anagen lashes are far too immature to take the weight of an extension and should never be treated. They will also grow rapidly and they will carry your extension beyond the lash shape that you have created and they will 'stick out'. A fiddling client will be tempted to pull it out!

If you have an Anagen lash that is accidentally bonded to the side of an extension, that infant lash could be pulled out prematurely or it could grow into a 'hook' shape as illustrated here. If you break them free at their next infill, the lash will remain crooked shaped.



Exercise 1.

Take a close look at least five peoples natural lashes. It doesn't matter if they are male or female, so long as their lashes are clean and makeup free. You'll see them better if they are laying down with their eyes closed. Position yourself behind their head so that you are looking over their eyes. Take close up photographs too. See if you can:



a. identify the 3 phases of hair growth, and

b. consider and compare their volume (are there few or many), colour, curl, length and neatness

Once you start comparing, you'll see vast differences in the number of lashes people have, their neatness, length and curl. As you start your lash career, you will find it easier to treat clients with fewer lashes that are neat.

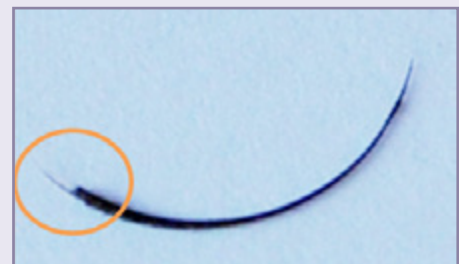
You may notice that younger people have more lashes that appear thicker and longer when compared to much older people who may have fewer lashes that are shorter. You will see differences between ethnicities too. You may find that some clients of African descent have lashes that curl when compared to some clients of Asian origin. You may often find that people with a mono lid (no eyelid crease) have fewer rows of lashes near the inner corner too.

Shedding lashes and extensions

Lashes are on a replenishing cycle. A natural lash hosting an extension will shed and this makes way for new growth. There are times when our lash cycle is more rapid than others. It tends to slow down as we age but there's fresh thinking around seasonal shedding, e.g. autumn time, where it's believed that we shed hair that was retained to protect us from the summer elements. You may notice it with some of your clients, but not all.

Tell clients to expect their lashes to shed. Many do not know that it is normal.

Clients may think that they are losing lashes because there is a problem with your treatment. Giving little or no information causes miss-information. This will harm the industry and your business. You could show them what an extension looks like once it has shed with its host lash attached so they know what to expect. The host lash will protrude from the base of the extension that sits closest to the lid line as highlighted.



Suitability for lash extensions

Sometimes it is **not possible to offer eyelash extension treatments to every client** as you will learn.

There are also diseases or disorders that affect the eyes and eyelashes that is covered in the contra-indications section that is covered in Chapter 5, Part a.

You now know a lot about our eyes and natural lashes so let's learn about eyelash extensions.



3. About eyelash extensions

Lash extensions are available in a variety of materials. Synthetic ones made of Polybutylene Terephthalate are more widely used. They are more commonly known as PBT and they are a form of plastic.

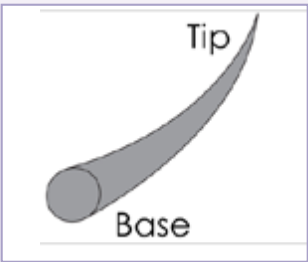
PBT lashes

PBT lashes are available as a pack of loose lashes but these are less commonly used now as they are fiddly to work with. Most technicians prefer using trays of lash strips. This is where the lashes are neatly and conveniently presented on a sticky strip, ready to be picked up in the tips of your tweezers. They are sold in lash trays where each strip can be peeled from the tray to be used. Many technicians place them onto a lash tile or palette in readiness to treat, as illustrated.



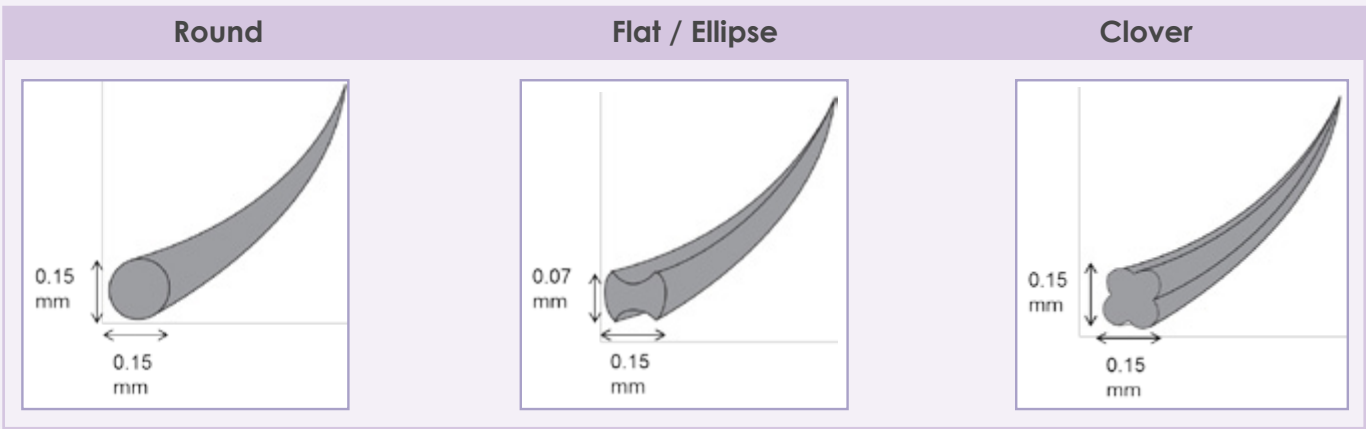
Lash extensions are made by hand. PBT strands are placed side by side on sticky mounts and then trimmed to length. They are rolled onto steel tubes where the thickness of the tube determines the curl that's created once they are sealed when heat treated. They are attached to the sticky strip lines on their branded cards and then placed in their cases. What is notable about this process is that the lashes are not sanitised. Many technicians cleanse their strips using a special lash cleansing solution or an ultraviolet sanitising wand in line with their instructions on use.

PBT lashes are generally called mink, silk or cashmere by the brand or supplier. They are often mistaken for being real mink or silk. Their quality can vary greatly. Inferior lashes will affect the quality of your work and it will show. It is wise to test the market or go on a recommendation from someone whose opinion you trust, especially if they're not affiliated commercially to a particular brand.



Lash extensions tend to be thicker at their base, as illustrated. It narrows towards the tip as it tapers to mirror the shape of a natural lash. The base is the end that is placed closest to the eyelid and it's the point that is measured and presented as the extensions thickness.

There's a growing variety of lash types available. Some examples are round, flat (also called ellipse or cashmere by some brands) and clover shaped. Here's how they look when seen from at their bases:



The most commonly used extensions are cone shaped so their base is **round**. They are available in a range of thicknesses. As an example, a 0.15mm thickness will be that same width all around its base and it gets finer as it tapers to its tip.

Some brands of synthetic silk lashes tend to taper much closer to their tips so they are thicker than synthetic mink lashes. You need to be mindful that they may be slightly heavier as a consequence.

The lash industry is a fast developing one with new innovations every day. A newer concept was the introduction of the **flat** lash in 2015. These may be particular widths like 0.15mm wide but only 0.07mm thick. They are by far lighter in weight than the traditional cone shaped lashes. A 0.20mm wide flat lash is lighter than a 0.10 cone shaped one. It is considered that they will also bond well to their host lash as it would nestle into the hollowed section of the flat lash. Depending on the brand or supplier, this lash shape may have a shallow or deeper hollow. Their widest part rests on the lash so the illusion of thickness is maintained. They appear finer when looking from a side profile. In contrast, this 0.15mm thick flat lash can actually appear darker than to a 0.15mm round one given how the light meets and reflects of its surface area.

Another recent innovation is the **clover** lash. They are also lighter than the traditional cone shaped lashes given its grooves. These offer a place for the natural lash to nestle too.

There are also **double tapered** lashes that are narrow at both ends. They are lighter and need less adhesive to bond them to the host lash. They may appear more natural as they are not as bulky looking near the lid line. They do not offer the same level of darkness or density at the lid line that some clients may want.

A new innovation is the **laser** grooved lash that looks like a cone shaped lash. It has small grooves around its circumference near the base as illustrated, so there is more surface area for the adhesive to grab. It is thought to make the bond to the natural lash stronger.



As with any plastic materials, **PBT lashes are sensitive to harsh heat and can melt.** Your aftercare advice is important. You would advise them to take care with backdrafts when opening an oven door, flames and heat from barbeques or fire pits, heated hair appliances and of course, just treated hair where the heat is retained momentarily!

Animal fur lashes

Lash extensions are available in real mink and other animal fur like fox or squirrel. They can be expensive when compared to the synthetic extensions. Animals are known to be farmed and their fur is combed, collected, cleansed and curled. Given that this is a natural product, they are not uniformly consistent in terms of length, thickness and curl and what's more, the curl is known to relax when worn. In the interests of the animals welfare, Julie chooses not to use them.

Other lashes

In addition to individual synthetic extensions, there are other lash extensions available like 'Y' lashes and cluster lashes. They are marketed as useful for clients with sparse lashes to help offer volume, or volume quickly!

'Y' eyelashes are two extensions attached at the base that split into a 'Y' at the half way point. Cluster lashes are a number of lashes that are joined at their bases. They are usually bonded indiscriminately on the lash line without isolating a lash to host them. They are designed to be worn for no more than 2-3 days so they do not interfere with the lashes growth cycle. They are heavier to wear compared to the considered placement of individual extensions. Remember the rule about never overloading the lash line.

Volume lashes

Volume may be created by clever and considered use of finer (thinner) individual lash extensions. Adding additional lashes to an individually placed extension is possible with skill building or master training. This could be deemed as volume lashing as volume is being built on the lash, by adding one lash at a time.

True 'Volume' lashing involves a high degree of skill and training to master. This is where a number of ultrafine lashes are crafted into a beautiful fan. The tips of which, are evenly spaced apart and the bases are drawn to a point. They are picked up at the same time in special 'volume' tweezers and applied to one host lash. This should only be attempted after training so you know what can be safely used and why.



There are pre-made volume lashes available where the bases are bonded together. Consider that this may be adding more weight as more adhesive is then needed to bond it to the natural lash. They can also be expensive.

Handcrafted fans are believed to last longer as the bases can hug the natural lash rather than rest on it. Pre-made volume fans are no substitute to skilfully handcrafting your own.

There are a many lash lengths, thicknesses, curls and colours available.

Lengths

Lash extensions are widely available in lengths from 7mm to 14mm. Some suppliers provide them as short as 4mm and as long as 22mm. The shorter extensions are ideal for application along the lower lid line. You must receive training to do this so you work safely.

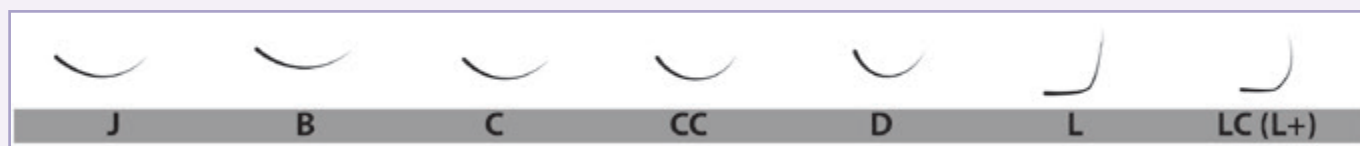
You can extend the natural lash by around 50% of its length. So an 8mm long natural lash can be extended up to 4mms and wear a 12mm long extension. There are some key points to consider when choosing the best lash lengths for your client. If you use lashes that are long, you will create gaps between the lash tips at their farthest point from the lid line. They will appear sparse, spidery and untidy. Using longer lengths adds weight to your treatment too. It is wise to be cautious and use shorter extensions. Even a one millimeter reduction in length can make a huge difference in weight.

You can offer the illusion of length by using a slightly shorter but curlier extension. This would appear longer when looking face on. You'll see this in the 'Lengths and Curl' section that's coming up. This is an essential consideration when treating clients with weaker lashes. Shorter lashes also help create the appearance of thickness and density along the lash line.

Increasing the length by a millimetre in the same curl range, can significantly change a look from a natural to a noticeable one or a glamorous to a dramatic one.

Curls

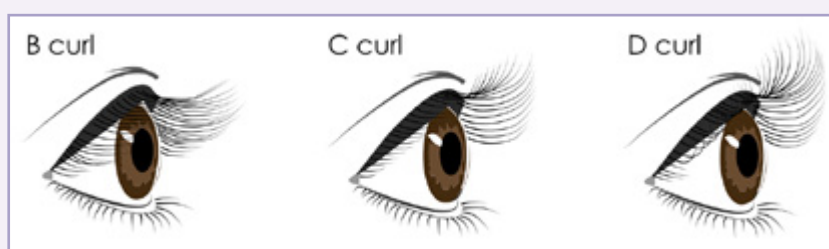
There's a growing range of curls available as can be seen here:



From experience, B, C, CC and LC curls are more commonly used in individual (classic) lashing. This chart looks at our curls and what they can achieve in more detail.

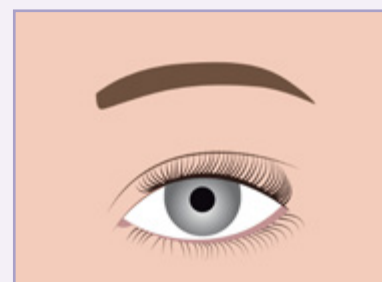
Curl	Characteristics	Appearance
J Flat	Flat base Gentle lift at the tip Bonds well on flat lashes	For natural looks Less obvious face on Length noticeable from the side
B Soft	Slightly curvier than a J curl Curl starts closer to the base	For natural or noticeable looks More visible face on than a J Curl Length noticeable from the side
C Curly	Curlier than a B curl Gives gentle lift to lash line	For more noticeable or glamorous looks More visible face on than a B Curl Opens / lifts the eye line
CC Curly	Curlier than a C curl Great lift to the lash line	For glamorous looks Even more visible face on than a C Curl Length less noticeable from side as taken up by curl Opens / lifts the eye line
D Very curly	Curlier than a CC Super lift to the lash line	For dramatic looks Very noticeable face on than a CC Curl Length less noticeable from side as taken up by curl Opens / lifts the eye line
L Flick	Flat base Bonds well on flat lashes Angled 'flick' to create lift	For noticeable looks More visible face on Offers a dark lash line
LC or L+ Flick	Flat base Bonds well on flat lashes Extends to a C curl to the tip	For noticeable or glamorous looks More visible face on Opens / lifts the eye line

This illustration shows the difference between a B, C and D curl when worn. You can see how the B curl appears less noticeable face on than the D curl for example.



If you are using curlier curls, you need to ensure that they 'sweep' out towards the outer corner rather than standing bolt upright on their host lashes. This would create a 'closed up' effect like a bowl, as shown here. We will cover the 'sweep' in Chapter 7.









































When you are new to lashing, it can often be difficult to apply curlier lashes, especially the D curl. This is covered in Chapter 8, Point 16.



Lengths and Curls

When each curl of the same length is side by side, they look noticeably different, like the B and C curl for example. However, you can see how similar a slightly longer and curlier curl seems when placed with a slightly shorter and less curly one. Compare a 9mm C curl to an 8mm B curl as highlighted in black in the illustration, or an 11mm C curl and a 10mm B curl

In the 'Lengths' section, you learned that using shorter but curlier extensions can give the appearance of length as they offer more lift. Compare an 11mm C curl to the 10mm CC curl that's shown in red below. The D curl will be lighter and it will appear longer as it offers more lift.

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

The technical possibilities are endless. Don't be afraid to experiment and see how creative you can get.

Thicknesses

There's a wide range of lash thickness with 0.12mm and 0.15mm being more commonly used for individual lash extension application (1:1). Thicker lashes in 0.18, 0.20mm and 0.25mm are becoming less favoured. Much finer and lighter lashes are safer and appear more natural and less 'plastic' looking. Finer 0.10mm extensions are good for those with very fine or weak natural lashes.

Thickness in mm's	0.05	0.06	0.07	0.10	0.12	0.15	0.18	0.20	0.23	0.25	0.30
	Ultra-fine & light			Fine		Medium			Thick		
Best use	Volume			Volume or 1:1		1:1	Careful use 1:1 only			Too thick	

Illustration **A** shows the different eyelash extension thicknesses so you can see them sat side by side, starting 0.03mm to 0.25mm.

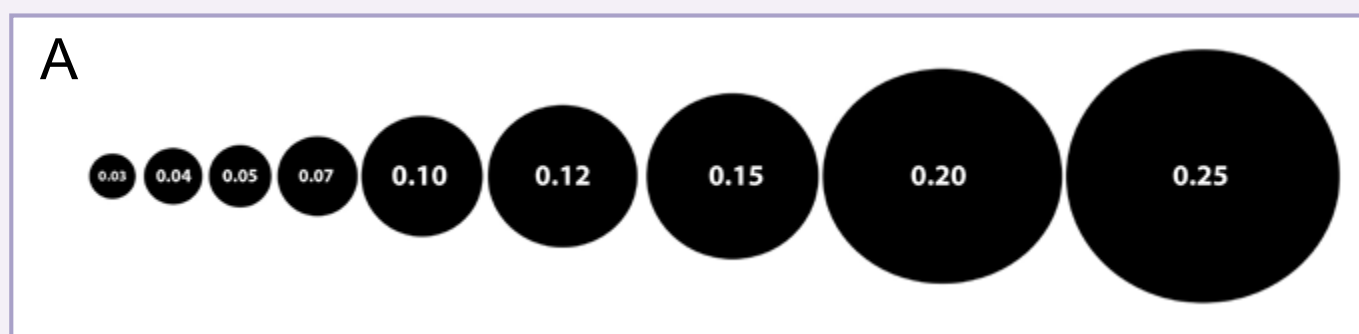
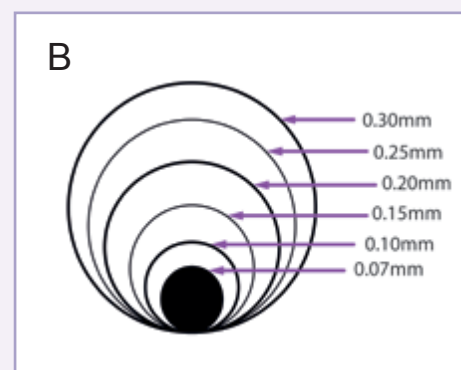


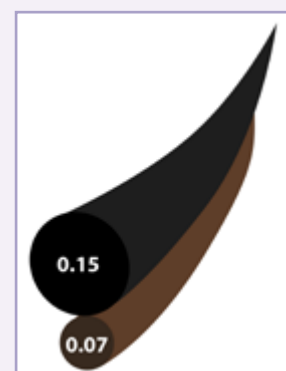
Illustration **B** shows the thickness of each of the lash bases when overlaid in comparison to other sizes. It is to scale, though clearly not the actual size. You can see the difference between a 0.30mm lash compared to a much finer and lighter 0.07mm one. Remember, the average thickness of a human hair is 0.07mm. You can see why it would be far too thick and therefore heavy to carry!



This chart shows the percentage of people who are suitable for lash extensions who may generally wear certain thicknesses. This is based on the Academy's broad experience and constant monitoring of the use of them on their clients.

Lash thickness	% of people who may safely wear	Considerations
0.12mm	100%	Can be used for 1:1 or for Volume application
0.15mm	80%	Medium thickness that's great for 1:1 sets
0.18mm	10%	Use 15-25 shorter length extensions (so they're lighter) and blend with finer lashes to create thickness & density in 1:1 sets
0.20mm	3%	
0.25mm	0%	Far too thick to wear safely, even briefly.
0.30mm	0%	Far too thick to wear safely, even briefly.

With experience, you will soon learn how to assess a client's natural lashes so you can consider the best or the greatest thickness they can wear safely. As a general rule, the natural lash can be treated with an extension that is around double its thickness but no more. For example, a 0.07mm natural lash can carry a 0.15mm thick extension but no thicker. A finer 0.05mm natural lash should not exceed a 0.10mm thick extension. If you are not sure what a 0.05 or 0.07mm thick eyelash looks like, take a look at some lash extensions in that size to give you an idea. These are the ultra-fine ones used for volume lash treatments.



Never exceed that 'double thickness' rule. Remember, the thicker that lash, the heavier it will be to its host lash. The same is true in terms of length so the longer the lash, the heavier it will be.

The range of colours

Black lash extensions are generally used but there's plenty of colours on offer. Black extensions may appear a little harsh on people who are:

- naturally blond or red headed
- older or
- those who usually wear brown or brown/black mascara

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

Using colour lashes introduces you to a whole new world of creativity and opportunity. You can use all one colour, e.g. blue ones or you could combine or blend colours like black and blue.

Adding a few colour lashes with black extensions works well as illustrated. Always mirror their positions on both eyes for evenness. Placing them above the pupil and iris can really accentuate their eye colour. For brown eyes, green extensions work well and blue or purple for blue eyed clients. There are also two tone or ombre lash extensions with black bases and colour tips that are exciting too.



You can use black or clear adhesive to bond coloured extensions to their natural lash. You are only dipping the base by up to 3mm so you are using very little adhesive. Once you have perfected the skill of lash application, it will still appear 'clean' once it is bonded to the lash.

Colour lashes are really striking and more obvious in natural daylight, especially when outdoors. They are less obvious under artificial lighting.

You can learn more about lash styling, using colour and using novelties like glitter and crystals in more advanced courses. At this level, we need to concentrate on the fundamental elements that you can then build upon.



4. Longevity of eyelash extensions

One thing that lash technicians often ask is why their clients are not enjoying great retention. In most cases, the extension should hold until the host lash sheds. The lifespan of your treatment will depend on three key factors. These are:

1. Quality of the application
2. Quality of the products and how they are used
3. Aftercare

1. *Quality application*

- Thoroughly cleanse the eye area and lashes before treating
- Only suitable healthy adult lashes should be treated
- Best length, thickness and curls are used so they do not overload
- Too much weight will hang and may trick the lash into thinking it is older so it sheds sooner, thus speeding up the growth cycle
- Extensions are bonded between 0.5mm to 1mm from the eyelid
- Extensions are properly bonded to the host lash for around 3mm at its base
- The correct amount of adhesive is used
- They are not bonded to any other lashes or extensions
- They are not compromised by contra-indications, e.g. medication or tears from hayfever
- They are not compromised by contra-actions, e.g. watering eyes caused by the adhesive vapours

2. *Quality products and use*

- Use quality products from a reputable supplier who complies with industry regulations
- Ensure products are in date, both opened and unopened
- Store and use in line with its instructions
- Ensure the optimum temperature and humidity is maintained during treatment

3. *Aftercare*

- Take time to fully explain what to do and why it is important to do it. If they know why, they are more likely to follow your advice
- Always supply an aftercare advice leaflet for reference
- Advise that it is normal to lose several lashes each day as part of the growth cycle and that regular infills are essential to maintain their look

You have direct control of the first two factors and you have some influence in the third one! If you have meticulously considered and managed the points in 1 and 2, then poor retention will be down to their aftercare in point 3. It could be that they have not cared for them in line with your advice. It is wise to ensure that they understand how best to care for them and why each advisory point is important.

Some common mishaps are:

- Getting them wet too soon
- Being careless with oily products and makeup
- Not keeping them clean. Natural oils secrete and 'bleed' into the lashes
- Fiddling with them
- Applying mascara
- Applying eyeliner along the upper lid line

Each of these issues is covered in this Learning Support Guide. This will help you to create stunning work that will last!



5. Consultations

Consultations are essential to ensure that your client is suitable for treatment and that they consent to it. This is where you find out what they are seeking to achieve from their treatment and you assess if it is achievable. You also need to 'test' that they will be okay with your products at that time by patch testing.

How you manage this interaction is an important reflection on you and your business. It is an opportunity to demonstrate how professional, conscientious and technically informed you are about the service you are offering.

Your consultation should be carried out in private and treated in the strictest confidence. This is to be expected with all other treatment related interactions with your clients.

Record keeping

You should have a Suitability and Consent form and a Service Record for each client. They will act as your guide for what you should be covering during your consultation.

You must keep records of all your interactions with your client for each treatment. Your records are your original notes and you should update them as soon as possible after every interaction. It should also be used to guide future treatment plans so you know what products you'll be using when you see them next.

They should include all pertinent messages or discussions with your client. It may be that they report a reaction (or suspected reaction) to your treatment. What they tell you, what you see, what you do and what you say should be written 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.

Always 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. Their suitability for treatment. Check for any contra-indications that would prevent an offer of treatment at that time
- 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 treatment products
- e. Recognise and deal with contra- actions both during and after treatment

Be prepared to respond to any queries that your client may have and encourage them to ask questions at any time.

Confirm their appointment time, treatment price and the payment methods that you accept.

This is a good time to advise your client of your late cancellation notice or 'failing to attend an appointment' policies so they are clear on the conditions of your service offer. You will see an example of a Suitability and Consent form soon. This is a good place to lay out your policy as your client is invited to read and sign it.

a. Suitability and contra-indications

You need to know whether your client is suitable for eyelash extensions at the time of your consultation and before each future treatment.

You will consider whether there are any **contra-indications** that may prevent you from being able to offer your treatment. Contra-indications are conditions or factors that may pose a risk to you and your client, e.g. if they have an infection, there is the risk of cross-infection or cross-contamination.

This next section tells you whether it is advisable to treat for certain conditions. If you are in any doubt, **do not treat**. This safeguards your client as well as you, your business and our industry.

Your client may tell you that they have certain medical conditions. Otherwise, you may suspect it from symptoms that they describe or from what you can see. **Unless you have a trained and certified medical background, you are not qualified to diagnose any conditions. Furthermore, you cannot recommend any treatments to help their recovery, even products like antihistamines that can be bought without a prescription.**

If you think that a client has a condition that they may not know about, you will need to tell them in a sensitive way that you are unable to treat them and why. For example, you may see symptoms that resemble blepharitis but you are unlikely to be qualified to diagnose it or recommend treatments. You can start by asking if they had noticed what you are seeing. You should not cause alarm but simply describe what you can see and that it is not advisable to treat them now. Recommend that they seek some advice from a health care professional and once it is clear, you may be able to offer treatments.

Never ignore the tell-tale signs of a potential condition that has not been diagnosed. You have a duty of care that surpasses any concerns about your 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 grows back in most cases. It may be weak as it recovers	At least 6 months rest before treating, and only then if the lashes are 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	It is 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	It may be caused by contact with irritating substances, triggered by allergies and may be genetic. It is also called dermatitis. It is 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 in the treatment
Stye* (Hordeolum)	Usually caused by a blocked and infected gland at the base of the lash in the follicle. Can appear on the outside or inside of the eyelid	A painful swelling is visible on the outside of the eyelid	Do not 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 practitioner
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. They thrive on dead skin cells and sebum and grow up to 0.4mm long. They move around at night and pass by direct contact	People may not know 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 is painless and can develop over a long time causing sight to gradually get worse. Surgery can help. If left untreated, can lead to blindness	Not wise to treat unless consent is gained from a medical practitioner
Conjunctivitis*	Inflammation of the conjunctiva. There's: <ul style="list-style-type: none"> • Infective - caused by bacteria or a virus • Allergic - caused by a reaction to things like pollen, make up and 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 and leave 4 weeks clear of symptoms before treating
Dry eye syndrome	Not enough tears are 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 practitioner
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 so it's brittle and 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 for a good contact point. Wait until a lash cycle has run a course (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 treatment. If they can't, do not treat. If they can but need to occasionally wriggle for comfort and you can accommodate that, record this on their Suitability and Consent form. They know how to manage their needs better than you. List what you have agreed in your records
Medication	If your client is taking any medication, prescribed by a medical practitioner 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 practitioner
Cuts, abrasions, inflammation or swelling in or around eye	Look to see that they are free of 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 or regulator 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 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 maintenance
Contact lenses	Must be removed before treatment. They can dry out if their eyes have been closed for a while. Also, if adhesive enters the eye, it needs to be flushed thoroughly with water or saline and lenses are a barrier

Condition	Can you treat?
Wear glasses	Check to see how close their natural lashes are to the lenses when their glasses rest on the bridge of their nose. You can determine the space you have to work with. Long extensions, particularly softer curls may touch them and cause irritation
Eyelash curlers	Manual lash curlers can crimp the natural lashes if used fiercely, or even pull them out. Advise them to stop using them for as long as possible before treatment to allow their lashes to rest and recover
Sensitive to bright light	Once your client's eyes are closed, you will apply a light overhead. It's essential to help prevent eye strain as this is close up work. Some clients are more sensitive to bright lights and may find this uncomfortable. It may cause them to squint or for their eyes to water. If this happens, do not treat
Sensitive skin	If a client advises that their skin is sensitive (or sensitised to certain stimulus), ask them if they know what they are sensitive to. If it's an essential ingredient in your products, then you cannot treat with them, not even to patch test. Many may not know what they are sensitive to. If they advise that they are allergic to plasters, it may be the adhesive in that product. When you patch test, your eye pads or tape are only tested for a few minutes. In reality, they are going to be worn for at least 1.5 hours for a full treatment. It is wise to give them some tape or a pad to take home and invite them to apply it to their skin for at least the duration of your expected treatment time (inner arm works well) or place it for them at the time. Record that you have done this on their Service Record and check how they got on with it before offering any treatments.
Claustrophobia	This is an extreme fear of small or confined spaces. When your client's eyes are closed, they may experience this. If they become anxious, they are likely to fidget or have uncontrollable eyelid flickering or movement. This is dangerous. Their eyes must remain closed throughout their treatment otherwise the vapours from the adhesive can make their eyes red and sore and they are unlikely to be relaxed. If either of you are concerned, do not treat

Other considerations

There may be cases that are not listed where you are really unsure if it is safe to treat. Remember, you can't diagnose a condition or determine whether it is safe to treat unless you are a health care professional or otherwise qualified to do so. It may be that your client has been diagnosed with a serious medical condition and is under the care of a medical practitioner. This could be a heart condition or recent surgery, the list is endless. It may be possible to treat if you are in receipt of a letter from their medical practitioner giving you permission to do so at that time. Ask your insurance provider for clarification.

Be mindful that a medical practitioner 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 have a letter prepared for clients to pass to their medical practitioner that explains this. Here is an example:

Doctor's Referral ~ example letter

[Your name & company]
[Your address and postcode]

Dear Sir or Madam

I am a certified eyelash extension technician and I have been approached by my client [Name] who is seeking an eyelash extension treatment.

They have disclosed a medical condition or matter that you are or have been treating. At this time, I cannot offer any treatment without your consent to do so.

To inform your decision, I offer the following information in respect of what the treatment is, how it is done and what I use to do it:

- Applying eyelash extensions is a relaxing treatment. The recipient lays flat on a beauty couch or they are reclined in a chair for the duration. This is around 1.5 hours.
- I cleanse their natural lashes using a specially formulated lash cleanser and then dry them with tissues and an air blower.
- Their lower lashes are secured using eye pads or with tape like micropore, to 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 tweezers to isolate a suitable healthy adult lash that will host the eyelash extension. The tips of those tweezers rest gently on the pads or tapes.
- A lash extension made of PBT plastic is carefully bonded to a natural lash between 0.5 - 1mm away from the lid line. It is bonded with a specially formulated adhesive that contains cyanoacrylate. This may be repeated between 50 to 130 times per eye.

All the Material Safety Data Sheets of the products that I use are available on my Website at [web address].

If you believe that it is possible for [name] to have this treatment, I can only do so if your consent is in writing. If there are any costs involved, they must be met by the client.

Yours sincerely

[Signed]

[Name and title]

If they consent to their patient being treated, they need to do so in writing. This should be kept with your client's Service Record. If you follow these steps, you are likely to be insured. Check each case with your insurance provider in advance. They should be able to advise you.

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 do not need to do this before every treatment, but you should check whether there are any changes to the information they have provided you since their initial consultation. 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 is also good practice to revisit the Suitability form annually so that you can be sure.

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

This form is for you to fill in with your client in front of you. It should not be handed to your client to complete. Your consultation should be meaningful. If you engage them in a conversation about whether they have any of these conditions, you are more likely to ensure that they understand what you are asking. Also, you can pick up on signs that they may be being untruthful. There are clients who are so desperate for treatment that they think it is okay to withhold a detail that would otherwise prevent you from being able to offer treatment. Be vigilant to this and never take shortcuts in your consultation.

Suitability & Consent form for eyelash extension treatments

Name	Address	
Mobile no.	Email	Date of Birth

The following considerations will determine your suitability for treatment

Considerations	No	Yes - notes
Have you had any eyelash extension treatments before?		
If so, any issues with retention, discomfort or reactions?		
Are you allergic to glues, tapes or plasters that you are aware of?		
Have you had chemotherapy treatments in the last 6 months?		
Are you taking any medications at present?		
Do you suffer from alopecia?		
Have you had any surgery near your eyes in the past 12 months?		
Have you had laser eye surgery in the last 6 months?		
Have you any cuts, inflammation or swelling around your eyes?		
Do you suffer from eczema or psoriasis near your eyes?		
In the last 4 weeks, have you had any condition or infections, e.g. cyst / sty / blepharitis / conjunctivitis / dry eyes / itchiness		
Do you suffer from cataracts or glaucoma?		
Are you particularly sensitive to bright light?		
Do you suffer from hypersensitive skin?		
Do you suffer from extremely oily skin and hair?		
Do you suffer from hay fever?		
If so, do your symptoms affect your eyes, your nose or both?		
Do you wear contact lenses or glasses?		
Have your lashes been permed or lifted in the last 3 months?		
Do you use manual eyelash curlers?		
Do you use suffer from claustrophobia?		
You will be laying in a relined position for treatment for some time. Will this be a problem? e.g. aggravate a condition like backache?		If yes, complete section below
Condition	Risk posed	Agreed plan to eliminate or reduce risk

Suitability and Consent form for eyelash extension treatments

Please read the following carefully and ask questions if you need any clarification.

You are being asked to sign this form to agree or acknowledge the following:

- I consent to my therapist professionally applying or removing eyelash extensions to or from my natural eyelashes.
- The length, thickness and curls used will be determined by my technician to ensure that the health of my natural eyelashes are best cared for.
- As with many beauty treatments, there are risks in having eyelash extensions applied or removed. A reaction is rare but it can happen. A patch test must be performed at least 24 hours before a full treatment. I agree for 4-10 extensions to be applied to my natural lashes in the way the treatment is usually applied. I confirm that my technician has explained that:
 - ✓ If I have any concerns or experience any discomfort in or around my eye area during or after any treatment, I will contact them immediately to have the extensions removed.
 - ✓ I understand that discomfort includes irritation, redness, itching, puffiness, swelling or any pain. I may consult a physician at my own expense.
 - ✓ I understand that despite a successful patch test, there are occasions, when someone could suffer a reaction to a treatment whether it's their first time or after multiple treatments. If this happens, I will advise my technician who, following an assessment of the treatment area, will offer to remove them free of charge if it is safe to do so.
- In the interests of my safety and for best results from my treatment, I will:
 - ✓ Remove all traces of eye makeup for each appointment and arrive with clean lashes.
 - ✓ Remove my contact lenses (if worn) for each appointment.
 - ✓ keep my eyes closed during the procedure until invited to open them.
 - ✓ I will lay still for the duration of the treatment.
 - ✓ Follow the aftercare advice provided by my technician and I have been given an aftercare advice leaflet that I will keep for reference. I know that if I don't follow the aftercare advice, it will affect how long my treatment will last.
 - ✓ Inform my therapist if my medical circumstances change so they can advise about future treatments.
- Furthermore:
 - ✓ I agree to respect my technician's cancellation policy in recognition of their loss of earnings. I will be asked to pay a cancellation fee of 50% of the treatment cost if I cancel with less than 24 hours' notice before my appointment. This will be 100% of the treatment charge should I do not show up for it, or I am more than 20 minutes late. I understand that this needs to be settled before another appointment will be offered.
- I confirm that the information provided is true to the best of my knowledge and belief.
- I am/not* happy for my therapist to take photographs of my eyes before treatment for assessment and after for their own advertising purposes. (*delete as applicable)
- I am over the age of 18 years.

Please print your full name & sign here:

Date:

b.Consent

You need to gain your clients 'informed consent' before you treat them and in order to do so. This means that your client needs to know what to expect. You are demonstrating your professionalism and knowledge by explaining:

1. how the treatment is done
2. that there is a risk of a reaction and
3. what to do if that happens

1. Explain how the treatment is done

It can be as simple as:

- You will be laying on my beauty couch for up to . . . (Give a time and check that it is okay so they don't rush you)
- I will tape your lower lashes down with eye pads or tape to shield them
- You can then close your eyes and relax for your treatment
- I use tweezers to isolate a suitable lash to treat and another pair to bond an extension to it with a special adhesive
- I'll ask you to open your eyes when I've finished

2. The risk of a reaction

Once a client knows how your treatment is done, you need to explain in simple terms, why a patch test is essential. A patch test is necessary to ensure that your client is suitable for treatment with the products that you use at that time.

As with many treatments, there is a small risk of a reaction (contra-action) either 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 and you should not alarm them. Your client can then decide whether to be treated or not.

3. What to do

You must also tell them what to do in the event of a reaction after the patch test that is covered in Part e. It can be as simple as:

- I need to patch test you with the products that I use for this treatment
- This is to check that you will be okay with them at this time
- This needs to be done, even if you have been treated elsewhere before
- We all use different products and I need to know that you will be okay with mine
- A reaction is rare but it can happen. It may be redness or itchiness or 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 are concerned, you may wish to see a medical practitioner at your expense, but please let me know when you can

c. Client wishes and considering style

Find out what your client is seeking to achieve from their treatment

Your client may want a very **natural** look, or one that is a bit more **noticeable** or even a **glamorous** one. With experience, skill and knowledge, you will learn to assess what will work best for your client. **There will be times when you have to tell them that you are not prepared to do what they want you to do as it may not suit them or will overload and harm their lashes.**

Here's some good rules and sound advice:

Do you and your client really know what is wanted?:

Your client's interpretation of 'natural' may be different from yours. You can show pictures of your work, or that of others, as long as you don't claim it as your work. It is wise to have some photographs of your own work to show clients as this demonstrates your skill and offers confidence. It may be that they are coming to you based on word of mouth, so they may have seen your work already. However, warn them that a particular look on a model in a magazine will look different on other people. Their natural lashes, eye, lid, brow and face shape will be different. It is similar to asking a hairdresser to copy a model's hair style that's crafted from thick luscious locks when your hair is ultra-fine and nothing like theirs! You can't expect the same results so take care to set expectations from the outset.

Never second guess what a client wants. You will hear horror stories of past treatments giving them mega long lashes that reached their brow when they just wanted a natural look.

A good indication of a look they may want is if they have had their lashes permed, lifted or they use lash curlers. Chances are, they like their lashes to be lifted and noticeable so a C curl or curlier is probably a good one to use on them.

Set expectations of what is achievable:

With experience, you will be able to create remarkable sets of lashes. However, **you can only work with what nature has given your client and it's not always kind.** If their natural lashes are not capable of hosting extensions that are long, thick or curly, they need to know why you are not prepared to perform that treatment. They will harm their natural lashes and they are unlikely to last long. You will be blamed for any damage and poor extension retention.

Never over promise:

You need to set some expectations about how long the treatment will last. Never over promise as this is dishonest and harms the industry. It's also illegal too. Never raise expectations that their extensions will last as they will only ever be semi-permanent. Misrepresentations are often seen in advertising, asserting that they last for 2-3 months that may be coupled with some 'small print' adding, 'with regular infills'. This is misleading and will lead to disappointment and criticism. We shed around 3 lashes per eye per day and realistically, a client who has cared for their lashes well, may have less than 50% left after 3 weeks. They would need to be treated again to create their original look (infills).

Be prepared to say 'no':

If your client is not prepared to accept your professional advice and insists on an inappropriate treatment like long and thick lashes, don't do it! You will be responsible for harming the health of their natural lashes. Suggest that they buy false lashes as that will be the only way to achieve the look they want.

You must never overload or otherwise harm their natural lashes:

If your client wants great length and volume (lots of lashes or thick ones), they need to have strong and healthy natural lashes to safely wear them. If they are not, they can't have great length and thick lashes, not even for a short period of time. No matter how much they beg, don't do it!

You have a duty of care to every client so you must not cause harm to their natural lashes under any circumstances. Never treat Anagen lashes (infants) and always ensure that the host lash is just one lash - hence individual lash extensions. They should not be bonded to their neighbours as this will cause discomfort and leads to damage being caused. They grow independently and the stronger lash will pull the weaker one from the lash line. Not only does this hurt, it leaves gaps along the lash line that takes time to recover.

Now we've covered the sound rules, let's think about the look you will create. At this level, we focus on the fundamental elements.

How many to apply?

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

- You now know that the number of natural lashes varies from person to person.
- They may have a rather sparse lash line of around 90 to a fuller 160 or more lashes.
- Each eye will not have the same number of natural lashes.
- Each of those lashes are in one of the three phases of growth and you cannot treat the young Anagen lashes.
- It is unlikely that there will ever be the same number of treatable lashes on each eye.
- This is why it is better to work from eye to eye rather than treating one eye at a time. You'll achieve an even number of extensions on each eye this way.
- As a rule, you do not need to apply an extension to every Catagen and Telogen lash (the adults), it will depend on the look you're creating.

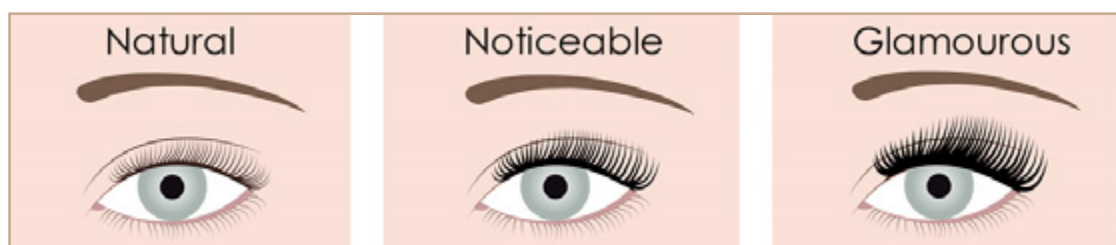
The number of extensions you apply will vary. It will depend on the look you're creating and your client. For example, you will need around double the number of extensions for a client with lots of natural lashes to create a natural look, than you would for a client with a very few lashes. This is why it's wise to consider your pricing strategy. If you have a set price for a natural set for all clients, you'll be doing more work on some people compared to others. It is wise to price your treatment based on what you need to do for each client or on the time it will take to provide the treatment.

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. Clients will generally understand these terms so we will look at them in turn in this chart:

	Very Natural	Natural	Noticeable	Glamorous
Volume	Apply 40 to 55 lashes to outline (half set)	Apply 50 to 80 lashes to darken	Apply 60 to 100+ lashes for effect	Apply 80 to 120+ 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
Curl	Use a curl that is similar to their natural lashes		Curlier curls are noticeable and glamorous 'face on' Longer but softer curls are more noticeable 'side on' If they've had lash lifts or use curlers, it is wise to use a C curl or curlier as they will want lift	
		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		Infill regularly (2 weekly) as longer / thicker extensions leave obvious gaps after shedding. • It's wise to blend: Density: use short/thick lashes (8-11mm in 0.15mm) Length: blend slightly longer lengths between them. • Weak natural lashes: Use finer lashes for length, e.g 0.12mm or use a shorter/curlier ones to look long	
Usual full set time	45 mins - 1 hour	1 hour - 1 hour 30 mins	1 hour 15 mins - 1 hour 45 mins	1 hour 45 mins - 2 hours
Usual infill time	30 mins - 45 mins	45 mins - 1 hour	1 hour - 1 hour 15 mins	1 hour 15 mins - 1 hour 30 mins

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



Lash design and styling – what you need to consider

Your client may have an idea of what they want from their treatment. You now know that you have a duty to preserve the health of their natural lashes. The look you provide must be safe in terms of lengths and thicknesses so you do not overload and damage their natural lashes.

There is a skill to choosing the best style to suit your client and in your placement of those lengths, thicknesses and curls to create it.

If your client tells you that they want a 'noticeable' look, you will now have an idea about the extension curls and thicknesses to use, but what about the lengths and where they are best placed?

At this stage of your learning, you can use a Natural style as it works for most clients. It simply extends in line with their natural lash lengths. This can be tailored a little to suit them better. We will cover this in Chapter 7 and this is where you will learn how to 'map' your design too.

At this level, you will learn some basic principles. With experience, you can develop your technical abilities with skill building or master lash courses. These will take your skills, lash styling and creativity to a whole new level so you can design and create bespoke signature treatments for each client.

d. Patch testing

You should test all of the products that you intend to use to treat your client. This includes the cleanser, tape or eye pads, primer, adhesive, and the lashes to ensure your client is suitable for treatment with the products that you use. You should also test the debonder too. This is in case you need to use it to remove one or all of the extensions and traces of the adhesive on the natural lashes.

If you are servicing clients regularly and change any of your products, you will need to patch test them again. Always inform them before you do so. Make sure that you record what you have done on their Service Record and what the outcome was.

You need to test your products at least 24 hours before performing your full treatment. You should check the requirements of your insurance cover to treat as some providers may advise that this period is at least 48 hours. Most companies require that you perform a patch test and some manufacturers and suppliers direct you to do so too. If you do not perform a patch test, you may invalidate your insurance. You will then be personally liable for any claims made against you.

The adhesive is designed to bond an extension to a natural lash. It should not make contact with skin. However, you will be guided by the conditions of your insurer or regulator. **Therefore, the adhesive should not be applied directly to the client's skin to patch test.** The aim is to test whether your client will be okay with the products that you use, in the way that they will be used. This means that the adhesive will only be placed on their eyelashes and never on their skin.

The patch test involves placing 2-5 lash extensions on their natural lashes, so 4-10 overall. These are best placed on the outer corners of both eyes. Always mirror the length and curl of their natural lashes so they are discrete.

Remind your client that the purpose of the patch test is to ensure suitability for treatment so that you may select the best products to use. A few extensions will not give them an indication as to what the full treatment will look like!

How to do a patch test

You will need:

- Face mask
- Headband
- Lash cleanser
- Microbrushes
- Cotton buds
- Tissues
- Eye pads
- Micropore tape
- Mascara wand
- Tweezers (sterile)
- Adhesive
- Adhesive holder
- Lash extensions
- Air blower
- Debonder
- Mirror
- Distilled water
- Water dispenser
- Lint free wands/brushes

Preparation

1. Have your treatment products ready as listed
2. Work through the Suitability and Consent form with your client
3. If there are no contra-indications or concerns, you can offer treatment
4. Invite them to lay in the correct position on the couch and check their comfort
5. Apply your protective face mask and cleanse your hands
6. Place towelling head band or equivalent over clients forehead to protect it
7. Wash eye area with lash cleaner, rinse and blot dry with a tissue (Chapter 8, Point 7)
8. Secure their lower lashes with eye pads / tape (Chapter 6, Part d)
9. Invite them to close their eyes. Check their comfort
10. Switch lamp on facing away from client and move into position overhead
11. Double check that their lashes are clean, otherwise re-cleanse
12. Comb eyelashes with a disposable mascara wand
13. Assess natural lashes for suitability now you can see them close up (see next section)

Application

14. Shake adhesive bottle for 30 seconds. Dispense a small drop on glue holder
15. Use isolation tweezers in non-dominant hand. Isolate an outer corner adult lash
16. Use pick up tweezers in dominant hand to pick up the extension
(You may do point 16 before 15 if you prefer)
17. Slowly dip lash base in and out of the adhesive by 3mm to lightly coat it
18. Place on the isolated lash 0.5 - 1mm from eye lid, in required position & direction
19. Keep other lashes isolated whilst adhesive cures (2-5 seconds)
20. Apply 2-5 lashes per eye

After

21. Once done, eyes must be closed for 5-10 mins to cure
22. Use air blower for one minute to speed up that time
23. Check lashes are not stuck to pads / tapes by lifting a little with a mascara wand
24. If any are stuck, unpick with tweezers (see Chapter 8, Point 22)
25. Check each lash is correctly bonded to its host and free from other lashes
26. Separate any that are stuck together by holding each lash near the touch point and gently pull apart with tweezer tips (Chapter 8, Point 23)
27. Gently remove eye pads / micropore whilst eyes closed, holding skin taut
28. Comb with a mascara wand
29. Turn your overhead light off. Shield client's eyes and ask them to open
30. Tell them to look up towards you. Check lower lashes are free. Comb lashes from underneath to check. If caught, tweeze apart
31. Client may sit up. Invite them to adjust to being upright before dismounting
32. Offer a mirror to see and check for any discomfort, if so, remove. (See Chapter 11)
33. Advise what to do should they have a reaction. (See next section, Part e)
34. Confirm next treatment booking and methods of payment available
35. Explain any terms and conditions, e.g. cancellation or 'no show' policy

Prepare for your next client

36. Clean and sterilize tweezers
37. Dispose of used microbrushes / couch roll and launder headbands / couch covers
38. Create a Service Record for that client whilst the treatment is fresh in your mind

This step by step guide should be read in conjunction with how the treatment is done in Chapter 8.

Let's look at point 13 in more detail.

Assessing your clients natural lashes

Whilst you have asked questions about relevant contra-indications, you now need to assess their natural lashes. This is to ensure that you can work with them without causing any harm.

Now that your client is laying down with either pads or tapes covering their lower lashes, you will have a really good view of their natural lashes. They need to be free from makeup so you can assess their health and suitability for treatment. Here are some considerations where it may not be wise to treat:

- Any gaps along the lash line where there are no natural lashes. If you treat, you will accentuate the gap and make it more noticeable. This may be caused by a number of things like alopecia, or by the client pulling their lashes out if they have a condition called trichotillomania. They may have had a poor lash treatment where the extensions were poorly placed and a number of natural lashes were drawn into the bond and have been pulled from their follicles. Some technicians offer a 'bridging' service to cover gaps. This is where hair or extensions are laid across the gap and attached to natural lashes to form the bridge. The extensions are then laid on top so they point in the right direction. Julie does not practice or recommend this technique given the weight it bears on those lashes that support the bridge.
- Weak looking lashes that appear ultra-fine or brittle. They may be too weak to handle even the finest of lash extensions.
- Unruly lashes where most lashes point in different directions or ones that are frazzled. With limited experience, you may struggle to 'lash' them. If you do, advise your client that due to their condition, the treatment may not last as long as it would for others. This happens as there is often very little contact point between the host lash and extension due to the shape of the natural lashes.

Choosing the length, thicknesses and curl

This is a good time to assess what **lengths**, **thickness** and **curl** you will use for their treatment now you know the look they want.

There is a simple way to work out what the **longest length** will be. Select an extension in your tweezer tips and hold it on top of their longest lashes as though you were going to place it there. Remember to leave a gap of 0.5m-1m from the lash line. You can then assess if you need a shorter or longer one and work out what the other lengths will be. It is usual to use between 3-5 lash lengths. You can then prepare them on your lash holder before they arrive for their treatment. There is more about lash length placements in the mapping section of Chapter 7.

The **thickness** will be determined by the health and strength of the natural lashes, then guided by the look you are seeking to achieve as shown in the chart. Remember, you can only add an extension that is around double the thickness of the natural lash.

The **curl** can be dictated by the natural lashes when you are inexperienced as you will find it difficult to attach a curly curl to a straight lash. So, consider the look that they want as guided in your chart and whether a strong curl will suit them. You will be guided by their eye shape and eyelid characteristics that you will learn more about in Chapter 7.

You should record the condition of their natural lashes on their Service Record or on the Suitability form. It is your preference, so long as it's documented.

Here's something that you can add to your Suitability and Consent form or Service Record cards to make it really quick and simple to record.

Natural lash volume	Sparse (about 90 lashes)	Mid-range (about 120 lashes)		Rich set (about 160 lashes)
Natural lash traits	Straight	Slight curl	Curly	Unruly
Lash look sought	Half set	Natural	Noticeable	Glamorous
Adhesive	Products	Full set lash details: Colour / Lengths / Thickness / Curl		
Ultra-bond	Pads, sham-poo, primer	Black / C curl / 0.15mm / 7-10mm		



It is also good to take and keep a picture of their natural lashes before you treat them too. Whilst it's great to see the before and after shots, there are very rare occasions where clients may later claim that your treatment has harmed their lashes. You will have a picture to compare.

Flickering

When their eyes are closed in readiness for their patch test, you can see how their eyes behave. You will need your client to be relaxed and capable of closing their eyes without significantly twitching or flickering. For many people, it can really settle down after 5-10 minutes as they relax into their treatment. If you believe that their flickering is too severe for you to treat them safely and accurately, then you will have to stop treating. Explain to your client that their eyelids are flickering to a level that makes treatment impossible and potentially dangerous (e.g. the vapours from the adhesive can make the eyes red and sore). Record the outcome on their Service Record.

Following your consultation and patch test, you may tell your client that you are able to treat them, provided that there are no reactions or issues from the patch test.

Confirm appointment time, treatment price, payment methods and cancellation policy

It is wise to confirm appointment times and make sure they enter it in their diary, otherwise write it on an appointment card for them. This will help to reduce the number of follow up messages asking you when their next appointment is, or worse, missing their appointment. Be clear on how much your service will be and how they can pay you so your client is prepared for it. Now is a good time to ensure that they understand your cancellation and non-attendance policy as covered earlier.



It is not usual to charge a fee for patch testing. However, some technicians ask for a small non-refundable booking fee to secure the clients main appointment. Often this can be around 10-50% of the treatment charge that can be taken during the consultation or at some point before the treatment is due. This can then deducted from their treatment charge once it is done. This is a choice for you but it does encourage clients to keep their appointments.

Now is also a good time to inform your client about the main things they need to do after they have been treated, like keeping their lashes dry. You can give them a copy of your aftercare leaflet and invite them to read it before their treatment. That way, they will know what to expect. This may trigger questions that they had not thought of asking as their lifestyle and routines should inform their treatment times. The main thing to tell your client is that they need to keep their extensions dry for the first 24 hours after their treatment. This means that they need to avoid washing, sweating, rain and tears. They also need to avoid swimming, hot tubs, saunas and steam rooms for 2 days. Clients will be grateful for this advanced notice as the aftercare necessities for the first 24-48 hours may feel a little restrictive when they are first treated.



If they are concerned about how to keep their lashes dry, advise them to do things like washing their hair before their treatment. Do insist that their hair is dry before they see you!

You may have new clients tell you that they have been treated before but this is the first time they have been:

- Asked questions to check that they are suitable for treatment
- Asked about the look they want and
- Patch tested

The way you work and the quality of your treatment will be compared with their previous experiences. If you are meticulous in what you do, you will reap the rewards. Clients will be your best advert and a lot of new business can be generated from their word of mouth recommendations.


Client Service Record

Maintaining accurate and relevant information about your clients is a necessary part of your service. You must record relevant details of all your interaction with your clients. This would include your consultation, patch test, initial treatment and subsequent treatments. There should be enough information to inform your treatment plans. You should also add any other relevant contact too, e.g. where you client has messaged you to advise about a problem. This could be that their lashes haven't lasted or they have experienced a reaction.

It is essential that these records are updated soon after each treatment or interaction so the information is fresh in your mind.

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.

Eyelash Extensions Client Service Record

Name Iris Brown		Address 1 High St, Curl Cr, Lashshire. LA1 1SH		Tel No 07521 904625	
Consultation date 1/March/17		Date of Birth 20/02/80	Doctor Doctor Grey	Occupation Fitness instructor	
Date	Treatment	Observations / Remarks			Charge
1st Mar 17	Consult / Patch test	Suitability and consent (S+C) form refers. Contra-indication - occasional lower back ache. Agreed that they'll tell me if feeling uncomfortable and I'll offer a short break or stop treating if needs be. Agreed to remove contact lenses prior to treatments. Discussed potential impact of lifestyle on lashes as she exercises/swims most days. Advised in detail about risks of these activities on longevity. Patch tested (PT) - products used recorded on S+C form			£0
3rd Mar 17	Full set lash extension s	<div>No contra-actions from PT. Noticeable look, black lashes, B curl, 0.15mm, lengths from nose 7-8-9-10-9-8mm. Ultra-Bond adhesive, eye pads with micropore on outer corners to fit.  Contra-action: Client advised after treatment that eye pads uncomfortable but okay when removed. No visible symptoms seen in or around eyes. Note: <u>use micropore tape next time</u> Explained aftercare advice and given a leaflet. Reminded about impact of lifestyle.</div>			£70
23rd Mar 17	Infills	No other contra-actions after last treatment. 55% of extensions intact. Wants longer lashes. Agreed 1mm increase <u>only</u> as any greater may overload lid line. <u>Now:</u> 8-9-10-11-10-9 mm <u>Micropore</u> instead of eye pads, said it was far better. Reminded of aftercare advice.			£30
15th Apr 17	Removal	Laser eye correction surgery on 20/Apr/17 hence removal. Advised no treatments for 6 months after surgery.			£20

e. Understanding and dealing with contra-actions

A contra-action is a reaction experienced either during or after your treatment.

You need to be able to recognise contra-actions and you need to advise clients on how to recognise them too.

Contra-actions may range from discomfort in or around their eye area or symptoms such as:

- itchiness or irritation along the lash line or eyelid
- red coloured eye lids that may feel like they are hot or burning
- whites of the eyes (sclera) look red and blood shot and may feel dry and sore
- puffiness or swelling of the eyelid and upper cheek area that may be painful

You have a duty of care to your clients. Showing that you care is expected and professional. Depending on the severity of their reaction, you may choose to;

- Remove the extensions and traces of the adhesive with remover and wash their eyelashes thoroughly. This is covered in Chapter 11.

Given the circumstances, this is usually free of charge.

- If their symptoms persist or they are concerned, advise them to speak to a medical practitioner. This will be at their expense.
- If their reaction is severe, they could consult a medical practitioner at their own expense. Advise how they can access the Material Safety Data Sheets (MSDS) for the products you used. These offer information and guidance in case of a reaction.



If you have a website, place them there so they're accessible. There is more on MSDS in Chapter 6, Part b

- You should record your clients concerns, exactly as they are reported to you, and write down what you see. Record the advice you give and any actions you take on their Service Record. Take and keep photos if possible.

Reactions and sensitisation following repeated exposure to products

It has been known for clients to have a number of treatments with no reaction and then suddenly suffer a contra-action.

Once they have recovered from their symptoms, you may be asked to retreat them. **You cannot do so with the same or similar products as there is a risk of it happening again.** You will be vulnerable in the event of a claim being made against you.

If you think that they had a reaction to the eye pads because they said they were uncomfortable and their symptoms are located under the eye where they were placed, you could try using a tape instead. Patch test with this alternative product first. As the patch test is a very short duration when compared to the full treatment, it is good practice to give them some tape to wear on their skin in their time and for the duration of the treatment time. Tell them to take it off if it feels uncomfortable and to let you know straight away.

If you think the reaction was caused by the adhesive, another reaction is likely, even if you switch to a sensitive one or another brand. They still contain the same or similar components in various degrees. If they are allergic to something in a strong adhesive, it's likely to be the same if you start using a sensitive one. You are strongly advised not to attempt it, not even a patch test. If your client has a reaction to a more sensitive product and pursues a claim against you, you may struggle to defend it. Essentially, you will have applied the same ingredients in the same place, albeit in different quantities. A rational person would consider that this is not reasonable. Protect your client, your business and our industry.

An example of a contra-action 'in action'

These images show the symptoms of an allergic reaction to the adhesive that developed a day after treatment. This person has had eyelash extension treatments for 3 years with infills every 3 weeks. We can work out that she has probably had over 50 treatments with no reactions, until now. The upper eye lids appear red and the area around her eyes are clearly puffy. Her upper eyelids felt like they were burning.



She did not have them removed as she had gone away on holiday. Towards the end of that day, her swelling and discomfort had eased. They had reduced significantly by the following day. This client is no longer suitable for treatment. She is clearly sensitized to the products and this can happen again from repeated exposure.

Summary on Consultations

Suitability

- Ask and look for any contra-indications
- Record them on 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 risks and reason for patch test
- Advise what a reaction may be and what to do
- Obtain signed consent to treat

Look

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

Patch Test

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

Confirm

- May treat if no contra-actions
- Treatment time/date
- How long it will take
- Ways to pay
- Aftercare and offer a leaflet to read
- Advise about cancellation and 'no show' policies
- Any queries?
- Take a non-refundable booking fee (optional)



6. Equipment and products required

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

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

a. How the equipment and products work

This section explains how your equipment and products work. It also offers some considerations given the variety available on the market. 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

This is the record of your consultation with your client. You will use it to ensure that there are no contra-indications that would prevent you being able to offer your treatment. It also documents their consent as you will invite them to sign it to give you permission to treat them.

Client Service Records

This is the record of your all your relevant interactions with your client. You will use it to write down all your treatments such as the patch test, applications and removal along with the products that you used. It is also used to document any concerns, such as your client reporting a reaction or suspected reaction. You could choose to do a paperless system and host it on a computer. Do ensure that you comply with the Data Protection Act.

Pens

Use pens rather than pencils for your client records so they cannot be altered. You will also need a fine, soft tipped felt pen so you can draw your 'lash map' on the eye pads or tapes that are used to secure their lower lashes down.

Beauty couch or reclining chair

There are a wide variety of beauty/massage couches to choose from, whether it is a flat table 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: its weight, size, height adjusting, back rest adjusting, frequency of use and 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. They will be climbing on to it and laying on it for some time. Quality and stability is important.

Your comfort is paramount too. Some technicians need to be able to put their legs under the table and some portable wooden framed couches have panels in the way. Do not be tempted to remove them as it will interfere with the integrity of the couch. If it were to collapse whilst a client was on it, you will be liable.

Couch / chair covers

A fitted cover looks professional and helps protect your couch or chair. If you are not using couch roll, you will need freshly laundered covers like towels for each client. These need to be washed at a high temperature of at 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

Your clients can start to feel cold if they have been laying still for some time. Have a blanket available and launder it like the couch covers before offering it to another client.

Adjustable stool / chair

For salons, equipment that you can tailor to your individual needs is highly recommended. A height adjustable stool or chair can help prevent neck and back discomfort. In any case, a well-padded seat is a must if you are going to be spending hours on it. Saddle stools and chairs are popular as they help you to maintain a good posture.

There are fixed height, lightweight fold-up portable therapy stools available for mobile technicians. Before using it, it is wise to adjust the height of your couch to one that suits your use of the fixed height stool.

Overhead Lamp

You should have additional lighting to avoid eyestrain that can lead to your vision deteriorating, even if your natural light is good. You also need to be able to see your client's natural lashes clearly so you only 'lash' one rather than a group of lashes.

There are a wide variety available with LED lamps becoming popular though some technicians find them a bit too glary. There are 'daylight' tubed lamps too. There are models with flexible arms so you can adjust the lamp into the position you need.

Table/trolley

You will need a flat surface to rest your tools on. Some technicians prefer a trolley on wheels so it can be moved into position easily. When considering your options, height and portability is important. It is good practice to place a piece of fresh couch roll over it and so you can rest your lash tools on it.

Steriliser

Tools that you will use time and time again need to be sterilised before each use.

For this treatment, this will be your tweezers. If you drop or soil them during treatment, the same rule applies. It is wise to have spare pairs should this happen.

Face mask

This is a must and forms part of your Personal Protective Equipment. Do not settle for thin surgical masks as they offer no protection from the vapours from the adhesive. You will need a FFP3 mask and you should use a new one regularly in line with the supplier or manufactures' guidelines. They will not afford total protection so adequate ventilation is necessary. See the next section on adhesives in Part b.

Lash shampoo /cleanser

There are a wide range of specially formulated shampoo cleansers for lashes. You should follow the manufactures' guidelines when using them.

Distilled water

You may need water to mix with your lash shampoo or cleanser unless it is ready made to dispense immediately. You will need water to rinse the lashes after use. Use distilled water rather than tap water as it has had many of its impurities removed through distillation. This involves boiling it and then condensing the steam into a clean container. It is advisable to buy it ready to use.

Water dispenser

You will need a small water dispenser with a fine spout so you can pour the water with precision. One that holds up to 50ml of fluid will work well. Always empty it and clean and dry it thoroughly after use. Never store water in it for any period of time as it will stagnate and smell unpleasant.

Tissues

They are good for 'blotting' the lashes dry after cleansing. Avoid using cotton wool or cotton pads as some of their threads can get caught in the lashes. You will also find that clients may need a tissue for runny eyes and noses now and then!

Cotton pads

Good quality quilted cotton pads are good for catching excess water when rinsing the shampoo from the lashes. They are also good to place near your lash tile or workspace when treating so you can place wasted extensions on it to keep things tidy.

Lint free applicator (lip) wands / small make up brushes

These are good tools for applying the lather of lash shampoo to the lashes and working it in and along the lash line. Applicator wands are great for applying debonder to remove all the extensions as its head is wider and more resilient than the tip of a microbrush. These are single use implements and should not be used on other clients.

Headband / bouffant caps

These are good to protect your client's forehead and keep their hair at bay during treatment. Fabric headbands should only be used once and then laundered. An alternative is to gather your client's hair into a bouffant cap and use the cap to guard their forehead. It will also stop long hair trailing off the couch where you could inadvertently lean on it and cause discomfort. Furthermore, should your client have head lice, they will be contained! To cover their forehead, you could fold and tuck a heavy duty tissue under the elastic rim of the cap and both items should be disposed of after use.

Eye pads

Pads can be used to secure your clients lower eyelashes down. One size does not fit all and there are various shapes and types to choose from. Some have shallow or deep curves but it's wise to use lint free ones so fibres don't get caught up in the adhesive. There is more about eye pads in Part d that's coming up.

Micropore/foam tape

Micropore and Microfoam tape is soft and flexible. It can be used to tape your client's eyelashes down securely along their lower lid as an alternative to eye pads. The tape can also be used to hold the eye pads in place and lift lashes from the pads or tapes. There is more about tapes in Part d.

Tape dispenser

This is a very handy tool for salons or home treatment rooms though it's not so portable for mobile technicians. The tapes can pick up debris around their sticky edges when it rests on something 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

These are lint free non-absorbent brushes that can hold tiny amounts of product like primer or adhesive remover without destroying the tip of the brush. There are various sized heads: superfine 1mm, a fine 1.5mm and a regular 2mm. The 1.5mm size works well for most tasks.

Cotton tips/buds

Ideal for use with a microbrush to cleanse eyelashes or remove extensions.

Primer

You can choose to apply a liquid primer to the natural lashes with a microbrush before treatment. It's active ingredients (heptane) removes oils, thereby priming them. Blot the tip of the brush onto a tissue before using as any excess primer can seep into the eye, even when it is closed, and this can make the eye sting. It carries an irritant label and it is also flammable. Some technicians have stopped using this and thoroughly shampoo their clients lashes with a cleanser. It may be wise to use a primer on clients who have oily skin or hair.

Mascara wands (spoolies)

Their heads can be made of bristles or silicon. They can work better to brush the lashes to separate them at the start of a treatment than ordinary lash combs with thick 'teeth'. If you choose to apply a protective sealant at the end of your treatment, you will need to use a fresh wand so you do not contaminate your product with an implement that has already made contact with your client.



As you can't reuse the wand, give it to your client to use to comb their lashes and tell them to keep it clean. For that purpose, you could put it in a small plastic bag like a food bag or cut drinking straws into 4cm pieces and place the head inside.

Lash extensions

Arranged on sticky backed lash strips that rest in trays when purchased, each strip can

be lifted out of the case for use. Each strip contains extensions of a particular length, thickness and curl that make for easy pick up with a pair of tweezers. They are generally better quality as well as being quicker and easier to use than loose lashes. These are less popular as they are fiddly and you would need a silicon lash stand to place them on as it helps them 'stand' to be picked up.

Lash holder

There are a number of ways to hold your lashes and you will develop a preference that works for you.

- Lash tile

You can rest your lash strips in numeral order on a Lash tile. This is best placed to the side of your clients head on your dominant side so you can reach it. So if you are right handed, to the right hand side.

You can leave them on the tile for the next client and store them in a clean and dry place. You can simply refresh used lash strips with new ones. This is good for busy lashers!



- Lash pallet

You can have your lash strips resting on a palette that is strapped to the back of your non-dominant hand. This is the hand the uses the isolating tweezers. Tweezers in your dominant hand can pick the lash from the pallet on the back of the opposite hand. Again, if you have plenty of palettes, you can keep the lashes 'set up' on them.

- Back of the hand

You can rest the lash strips directly on the back of your hand but if you don't use all the lashes, they would need to be disposed of. You should not lift them off your skin and place them back into their lash box for another day. This is not sanitary, even if you have washed your hands. Think about what happens when you place a piece of clear sellotape on your skin and then remove it. Even after thorough washing, you can see traces of debris like dead skin, oil, sweat and hair that has been lifted. You could place micropore tape on the back of your hands or use sterile hand pallets that adhere like the tape. You can then rest the lash strips on that as this barrier will keep the back of the sticky lash strip clean.

- Forehead

There are now headbands that can be placed or wrapped around the client's forehead that hold a lash plate and adhesive holder in place. There are also pallets that rest directly on their forehead too. Julie prefers not to rest these tools on our clients as some will not like it and it can get in the way as you treat. This set up may work for you but take extra care if you rest the adhesive on them so that it's not spilt. Be mindful that your face is then directly over the adhesive and you'll learn more about how it works and why this is not wise in Part b.

- Other

Some technicians like to place their lash strips on the eye pads or tapes that protect the lower lashes. This is not recommended as you may dislodge them as you lift an extension from its sticky strip. This could free some lower lashes that'll be drawn into the adhesive so the top and bottom lash lines stick together. They would need to be tweezed apart and this is fiddly. Even worse, the eye pads could move up into the eye and cause an abrasion that may need treatment.

Adhesive holder

There are a number of ways that you can work with your adhesive. It can rest on a jade stone, crystal stone, on stone covers placed on your lash tile, in a glue ring or wrist caddy (like a wrist band with a number of wells on it to hold the adhesive).

Adhesive

The adhesive is the bonding agent that attaches your extensions to the natural lashes. You will only need a few of drops for each client. There is a lot more that you need to know about your adhesive so it has a section of its own that's coming up in Part b.

Isolation tweezers

There are 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 wise to try some different types to see what works for you. There is more about tweezers in Part c.

Pick up/Placement tweezers

Again, there are vast range to choose from that is covered in Part c.

Air blower

There are several shapes and sizes so you can find one that's comfortable. They can help to speed up curing (drying) time of the adhesive at the end of your treatment. You would otherwise need to let your treatment rest for 10 minutes so the adhesive used to bond the most recently applied extensions has a chance to cure to a reasonable point. **If your client opens their eyes too soon, they may sting as the adhesive has yet to cure and its vapours are still present.**

Mirror

Offer your client a mirror to show off your treatment. It should be kept clean and free from damage. If you are mobile, mirrors with a folding lid can help to protect it.

Adhesive remover

This is available as a gel, cream or liquid and it's applied using a microbrush or lint free applicator (lip) wand. It breaks down the adhesive and is a very strong product. It carries an 'irritant' warning and needs to be treated with respect.

If your client is fully reclined so resting flat out for their treatment, use the gel or cream debonder. If you use the liquid form, it can travel down the lashes and enter the eye, even if it is closed. This will cause significant discomfort and the eye will need to be flushed with plenty of water or saline solution. If you are using a liquid one, only do so when your client is resting in a more upright position.

Aftercare leaflets

In addition to explaining how to care for their treatment, you will need to offer each client a leaflet for reference too.

Hand sanitiser

Mobile technicians should carry and use hand sanitising products that should be left to dry naturally on the skin. It prevents micro-organisms growing but it does not remove dirt and organic matter. It should not be relied upon for a succession of clients. It is recommended that you find a way to wash your hands thoroughly.

If your hands are visibly soiled, they will need to be thoroughly washed as the sanitising product will not suffice.

Hygrometer

A simple device that reads and displays your room temperature and humidity levels. You will learn more about the importance of these in Part b.

Preparation tweezers

It's good to have a pair of tweezers for tasks like lifting and picking lash strips from their trays. Do not use your good tools as you will damage their precious tips.

Magnifying equipment

This treatment is very close up and detailed so you need good eye sight. You need to protect it too. You may need to use magnification equipment. Some overhead beauty lamps have a lens with the light around it but this is far too bright to rest close to your clients face. Some lamps also get very warm too. Spectacle framed alternatives or ones attached to headbands are widely available and have interchangeable lenses. Some have small LED lights built in too but these little lights will be no substitute for proper overhead lighting.

Nice to haves

Waterproof protective sealant

Use sparingly to form a waterproof protective seal around the extensions. It acts as a shield from moisture and oils. This is said to enhance the bonding strength and wears off after 3-4 days given our washing routines. Some technicians like to use this at the very end of their treatment when they comb their lashes.

Many have a built in applicator wand. Do not use that directly on clients as you risk cross contamination and infection. Always use a new mascara wand to dip in the product and apply to your client's extensions.

You can retail the sealant to clients who can treat their own lashes twice a week. Tell them to use it sparingly as it can build up and make the lashes appear 'crusty'. It should not be used on volume lashes as the product closes the volume fans, just as using mascara would.

Nanomister or nebuliser

These emit a fine mist of water particles. Nebulisers are good for raising the humidity in the room if you need it. The nanomister was designed to be used at the end of your treatment by misting the lashes to help the adhesive cure quicker. However, it should only be used 30 minutes after you have placed your last extension as it can cause shock curing that will make the adhesive weak and brittle. Even then, only dispense a light mist and do not saturate their lashes. Given how our appointments run, this is not feasible. You will learn more shock curing in Part b.

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. You will learn more about this in Part b.

Glue pins

These can be used to seal adhesive bottles instead of their lids. The pin acts to keep the neck of the bottle clear. They can also help to unblock the necks if the adhesive has cured and caused a blockage. Try to prevent this from happening as you will ruin the contents if you keep pushing

cured glue back into the bottle. You will learn more about this in Part b.

Pliers

If you don't clean the neck of your adhesive bottle before reapplying its lid, you may need a pair of pliers to help get the lid off!

Wooden spatulas

Can be used to rest under the lashes when combing them on top. It catches the bristles and stops them from touching the client's delicate skin if the pads or tapes have been removed. When applying primer, rest the spatula underneath the lashes to absorb the excess solution from the application by the microbrush along the top of the lashes. Cotton buds also work well as an alternative.

Aftercare products that you can retail

When providing aftercare advice, you can offer products that are safer for use with eyelash extensions. These may include;

- Oil free make up remover
- Protective coating sealant
- Lash combs (mascara wands)
- Sleep masks with moulded eye covers to protect the lashes at night
- Lash shampoo with brushes or wands to use with it

There has been a growing trend where lash technicians have been making and retailing their homemade lash shampoos made with baby shampoo and water. It is not recommended as you are unlikely to be insured if a client makes a claim against you.

Product safety

There is a European Union (EU) regulation designed to monitor product labelling, composition, testing and traceability. It places a duty on cosmetic suppliers to protect the public. Any treatment or products for retail, should be purchased from a reputable supplier who complies with the relevant United Kingdom (UK) and European regulations. This also applies to those trading outside the UK and Europe. Do think before you buy products from online market places. This is why you should not create homemade lash shampoos and retail them!

b. Adhesive

There are a number of adhesives on the market that vary in **size, viscosity (thickness), bonding strength, shelf life, vapours released during the curing process, cure time and the environmental factors where they work best (temperature and humidity)**. They are widely available in **black and clear**. You should always buy your products from reputable suppliers to comply with **Industry regulations**.

Adhesives vary greatly and you may need to try a few to find one that works for you. You should consider the temperature and humidity levels in your working environment and check for ones that performs well in those conditions. This is where a salon or purpose built treatment room is better than the varied conditions that you'll face as a mobile technician working in your 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, you may need to use one that performs better in that environment.

Temperature and humidity

Temperature and humidity significantly affect the way the adhesive behaves. Humidity is the amount of water vapour in the air.

Many adhesives require a 'room' temperature of 18-22 degrees Celsius (64-72 Fahrenheit) and humidity levels between 40-60%. You need to check the optimum performance levels for your particular brand and your supplier should be able to help.

Why is this important?

Cyanoacrylate is the main ingredient in our adhesive just as it is for 'superglue'. 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 = it cures quickly Low humidity = it cures slowly

If it cures before you place the extension on its host lash, the bond will be weak.

If it shock cures, where it cures (sets) too quickly, it will 'bloom' so you may see small white crystals around the adhesive. This may happen with humidity levels of 80-85% or more. This will be a weak bond and it can be brittle.

Temperature affects the adhesive so in:

High temperatures = it cures quickly Low temperatures = it cures slowly

Controlling your environment

You can purchase a hygrometer from lash suppliers or a DIY store. They will 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 35 %

- Open a window if the weather is damp
- Place some water close by e.g. in a glass or bowl or little drops on the eye pads
- Place cotton pads moistened with water near your glue holder or on clients cheeks
- Nanomist or nebulise the area briefly and occasionally to add moisture in the air
- Use less adhesive and allow extra time for it to cure
- Switch to an adhesive that has been formulated to cure quickly in low humidity

High humidity levels that are too wet ~ above 65%

- 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 more adhesive on the extension or it will cure too soon to bond to its lash
- Wear your face mask so you're not breathing moisture over the glue, especially in 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

Sensitivity

The cyanoacrylate adhesive contain stabilisers to control their cure time. **The cyanoacrylate or its stabiliser can cause skin sensitisation from direct contact.** This 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 technicians may experience some discomfort (reaction) during or after treatment. This is a contra-action. 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 that is 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 will be subject to a much greater level of exposure 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 adhesive

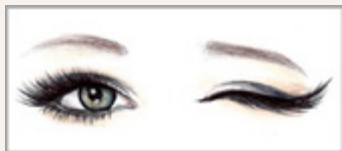
Use and store adhesives in line with the manufacturers or suppliers instructions. That way, they will perform and last as expected. Check their guidelines on the lifespan of opened and unopened bottles. Many have an unopened shelf life of 6-12 months so you will need a robust stock control system. Do consider how long they may have been in stock with your supplier too. Once opened, many adhesives are serviceable for 1 to 2 months. Your supplier will advise you.

Adhesives are typically available in 5 and 10 gram bottles with some 2 or 3 gram sizes too. It may be more cost effective to use smaller bottles if you are servicing a small number of clients to reduce your waste.

Opening the bottle allows moisture to react with the contents and the adhesive starts to cure. Repeated opening can degrade the bottles contents quicker. If you use your adhesive past its prime, your treatments will not last and your clients will notice. Remember the second rule for longevity in Chapter 4. You will know when it becomes unusable as it behaves very differently. There's some key points to look out for:

- The consistency is much thicker than the first time you used it
- When you dip the extension in the adhesive and pull it away, the adhesive draws out with it like a piece of string
- If it cures before it effectively grips the natural lash, it will brush away easily when combed

Appropriately discard any unserviceable adhesive, even if it is before its 'use by' date. Never use it after that date too, even if it seems okay.



Write the date of opening on your bottle so you know to stop using it after 1-2 months.

Adhesives will soon perish if they are not well cared for. Correct storage of unopened and 'in use' bottles is essential. Unless advised, do not store them in the refrigerator. Store and use it at room temperature. Never leave it in a vehicle for lengthy periods of time if you are a mobile technician as the temperature extremes will harm it too.

Thinner adhesives tend to be used for volume lashing as it needs to spread thinly between the bases of each extension so it can 'hug' the natural lash for a stronger bond. They do not last as long as medium viscosity adhesives as they are thinner and cure quicker.

Every time an adhesive bottle is opened, it is exposed to the moisture in the air. For that reason, only open and dispense the adhesive when you need it and always replace the lid firmly and immediately after every use. If you need to, wipe the neck of the bottle with a wax strip so it doesn't bond to its lid. Do not use cotton pads as it clings to the adhesive around the neck of the bottle and there is a safety risk that we will cover now.

Safety

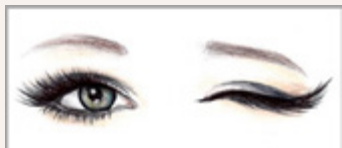
Using our adhesive safely

You now know that 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.

Cyanoacrylate may also sensitise the skin and may feel like it is burning when it is 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, e.g. attaching extensions onto host lashes using all the intended treatment products. However, you will be guided by the conditions of your insurer or regulator.

Material Safety Data Sheets (MSDS)

Most of your products will have a Material Safety Data Sheet (MSDS) relating to it. This includes your adhesive, debonder, cleansers, sealants, primers, eye pads and tapes. You can expect to have ready access to them when purchasing products. Some suppliers enclose one with the product or better still, some have them available for everyone to access online through their websites. For every one of these products that you use, you should have a copy of its MSDS accessible.



It is good practice to have the MSDS for each product you use, linked to your website so clients or their medical practitioners can access them quickly if they need to.

MSDS broadly contain:

- Chemical product details and company identification
- Composition and information on ingredients
- Identification of hazards
- First aid measures

Some contain advice on storage, handling, firefighting measures, considerations for its disposal, regulatory and ecological information.

If the adhesive enters the eye

In the event that any adhesive enters your client's eyes, follow the manufacturer's instructions in every detail. This should be found in their MSDS. Cyanoacrylate cures quickly in contact with moisture so it should harden and is unlikely to spread widely across the surface of the eye. Various industry reports advise that it does not appear to cause irreparable damage to the eye. If it adheres to the conjunctiva or glues the eye shut, tears will help to open the eye in time. You need to take immediate action as you have a duty of care. This is generally to:

- Tell your client what has happened immediately and reassure them to stay calm
- Tell them to keep their eye closed. Do not force it open
- Repeatedly flush the eye with clean warm water or saline solution for at least 10 minutes
- Provide a copy of the MSDS and advise them to seek medical advice right away
- They may not be able to get themselves to a medical practitioner so consider what can be done to help them to avoid delay, e.g. call a taxi, a friend or take them yourself
- Ask them to let you know how they are. Contact them if you hear nothing in 24 hours
- Record your actions in their Service Record - what you said, what you did

This is a sensitive matter as an issue has clearly arisen and we need to be caring and not mechanical. However, follow your insurance provider's direction as there will be clear guidelines around admitting liability.

The key is not to panic. That is easier said but prevention is far better for all concerned.

Reducing the risk of getting adhesive in the eye

Adhesive can enter the eye for a number of reasons. Let's prevent some obvious ones.

- Do not pick up an excessive amount of adhesive on your extension, especially the thinner adhesives. It can travel down the extension and hit lash and enter the eye
- Ensure you perfect the art of using a glue ring. They should be placed correctly on the finger or thumb so it's always facing the ceiling when in use
- Never overload the well of the glue ring
- Glue rings with intact wells are safer than those with detachable cups that can be ill fitting
- Use a glue ring with a deep well rather than a shallow one. The 'Smart rings' are excellent as they have a deep well and a lip around its edge so the adhesive is caught in it
- Do not create your own glue holder that's to be positioned close to the client eyes, e.g. on their forehead. Unless it has been specifically made for that purpose, there is a danger of it being knocked or dislodged during treatment
- If your client advises that they may not be able to keep their eyes closed throughout their treatment, you may not be able to treat them
- Do not let clients fall into a deep sleep. They may wake suddenly and open their eyes at the wrong moment or shudder unexpectedly. This is obviously dangerous

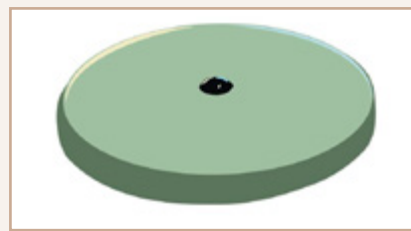
Using the adhesive

There are a number of ways that you can work with your adhesive. Generally, you can use a glue stone if you work with your extensions on a tile resting to the side of your client's head. If you are working with your lashes on the back of your hand, it is more efficient to use a glue ring. However, it is about what works best for you.

Extensions resting on a Lash tile

Your adhesive can be placed on a flat Jade stone. It's cool and helps to keep the adhesive fresh. There are crystal stones too. To keep it clean, you can cover it with:

- purpose made sticky backed covers
- tin foil
- place a couple of overlapping strips of micropore tape over it



Micropore tape does not preserve the dispensed drop of adhesive as well. It absorbs into it and spreads a it little wider and therefore cures quicker.

If you are using a Jade stone, it is wise to place the lash tile closer to you and the stone above it so it is nearer your clients shoulder. You are less likely to put your hand in it that way. Be mindful that some clients may stretch out and scratch an itch that is close to your lashes and adhesive. Be ready to move them.

If you are working this way, always ensure that your client's hair is swept and kept well away from these products. A bouffant cap acts like a shower cap so it works well.

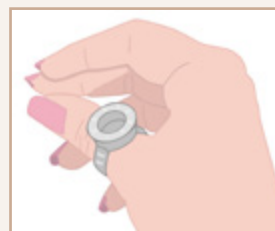


The Jade stone covers can also be cut into much smaller 1.5cm x 1.5cm pieces that can be stuck on a flat lash tile. That way, your adhesive can sit close to the extensions on the same surface.

Extensions resting on the back of your hand

If you work with the extensions on the back of your hand, you are likely to work quicker if your adhesive is in a glue ring close by. This is where your adhesive can sit in the well or cup of a glue ring worn on your finger or thumb. Always ensure that you wear it correctly and avoid tilting your hand where the adhesive can spill.

To place it properly, rest your hand palm side down on a flat surface. Place the glue ring on your finger or thumb and ensure that the glue cup or well points to the ceiling. You will notice that when it is on your thumb, it's not aligned in front of the middle of your knuckle as illustrated.



Glue rings can be safely discarded after use. Some technicians line them with foil so they can use them again. Make sure that the foil lining is securely attached.

There's also the 'wrist caddy' that is worn around the wrist and has a number of glue wells on its band.

Dispensing the adhesive

It is wise to shake your adhesive bottle for a least 30 seconds before opening it at the start of the day. Double this time if you have not used it the previous day as it doesn't take long for the contents to settle. If you have not used your adhesive for a few weeks and it is still 'in date', it may be that the contents have separated and you are well advised to shake it vigorously for a couple of minutes.

Some bottles have a tendency to 'bleed' or 'gush' their contents when they are opened after shaking as the pressure inside is relieved. If you find that this is happening, remove the lid and try a glue pin instead. If that doesn't work, remove the lid and hold a wax strip or piece of tin foil firmly over the mouth of the bottle and shake it. Make sure you wipe any overspill from the bottle neck with the wax strip to prevent it from bonding to its lid.

Always discard the first drop of adhesive as it would have been trapped in the neck of the bottle and it is not mixed well.

To dispense, tilt the bottle and hold it 2-5mm away from its target. Gently squeeze the bottle to dispense the adhesive but not too hard otherwise you will draw air and its moisture into it. Let the blob drop to its target. That way, you will get a clean blob and you will have less adhesive around the neck of the bottle. Once you have dispensed it, hold the bottle upright to allow the contents to draw back into the bottle. If your bottle has a tendency to bleed or gush after shaking, you can try 'burping' it at this point by squeezing it gently to relieve the pressure. Wipe the bottle neck with a wax strip and replace the lid immediately. Do not wipe the neck of the bottle with a cotton pad. Not only would its threads stick to it but the adhesive will have an exothermic reaction as you now know. In some cases, the heat generated can melt and weaken the bottle neck and cause it to break.



Do not dispense more than a drop or two. You will be releasing more vapours that can cause sensitivity. You will also waste more product too as you will not be able to use it all before it becomes unserviceable as it will start to cure.

If the lid isn't cleaned properly and becomes firmly bonded, a pair of pliers can help to open it. Use them with care as you could break the bottle neck by snapping off its tip and making its opening wider. This would allow more moisture to enter the bottle every time you open it so it will perish sooner. Depending on the style of the bottle, you can buy replacement neck and lids.

The perfect 'dip and placement'

It is more proficient to have your natural lash isolated so it is ready to host the extension as soon as you have dipped it in the adhesive.

Pick up the extension in the tips of your tweezers and hold it about a third of the way down from its tapered tip. If you hold it closer to the tip, you will have less control of it to be able to place it well as this part is thinner. If you hold it too close to the base, this can hinder its placement on the host lash as it can restrict the amount of mobility you have to angle it to get it where it needs to go. You also risk getting adhesive on your tweezer tips. If that happens, the extension will stick to the tweezers. To remove the adhesive from your tweezers, pinch them together around a wax strip or strong tissue and pull them back and firmly along it. That usually removes the traces.

Once you have picked up the lash, make sure you are happy with its angle in your tweezers as it will make it easier to place on the natural lash. There is more on this in Chapter 8, Point 16.

Dip the base of the extension slowly into the top of the adhesive by no more than 3mm's and withdraw it slowly. You will have enough adhesive on your extension to place it on the isolated natural lash. If it's a short lash like a 7mm, you only need to dip it by 2mm's.

If you dip and withdraw the extension too quickly, you will pick up more adhesive than you would ordinarily need. This works well in more humid conditions when you need slightly more adhesive so you can place it on the host lash before it cures, but this not what you routinely want. **To remove the excess, re-dip the extension and withdraw it slowly.**

Immediately place your extension onto the natural lash where you want to bond it and hold the position for a couple of seconds before releasing it from your placement tweezer. The adhesive will 'grab' and bond to the natural lash. If it moves, it may be that you have used more adhesive than was necessary or it is slow curing so you need to hold the extension for longer. Once the adhesive is no longer shiny, you can release the other lashes that you have isolated away from it. For quick curing adhesives, this is around 1-2 seconds and for medium ones, around 3-5 seconds.

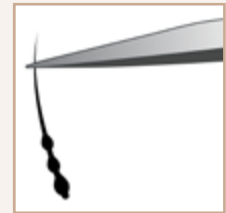
If you have picked up a slightly more adhesive than you need, you can place it where you need it to finally rest but spread the excess. You can do this by quickly gliding it up the natural lash by 2mm and then back into place again. It is important that they stay in contact otherwise the adhesive will cure too quickly and the bond will be weak.

An alternative way is to **dip the base of the extension quickly in and out of the adhesive by up to 1mm to pick up a ball or bead on it.** Place the extension on the natural lash so it's 0.5mms away from the eyelid and slide it away by 2-3mms and glide it back into place again. This spreads the adhesive ball between the lash and extension to make it bond together.

Unlike epoxy adhesives, cyanoacrylates do not fill spaces so there needs to be direct contact between the host lash and the extension for the bond to be strong.

Using too much adhesive

A thin layer of adhesive bonds more effectively and stronger than a thicker layer. When you dip the extension in the adhesive, do not saturate it as illustrated here. Too much adhesive is obvious when you hold the extension up and the excess glides down the extension and collects as large 'blobs'. To remove them, simply re-dip the extension into the adhesive and draw it out slowly.



Do not dab the excess off as you will have less adhesive on the undercarriage of the extension. If you place that part of it on top of a natural lash, the adhesive will have cured more there than elsewhere and you may get a weak bond.

Do not dab the excess adhesive off on the eye pads or tapes securing the lower lashes. You can expose your client to more vapours near their eyes, nose and throat. This may cause sensitivity and discomfort.

Using too little adhesive

A common mistake is not picking up enough adhesive on the extension, especially in humid conditions. It will cure before you have chance to place it on the host lash and it will not bond well.

Keeping it fresh during treatment

The adhesive must be fresh to work at its best. As the adhesive starts to cure in or on your adhesive holder, you'll notice four things:

- A seal will form across the top
- It looks dull or matt rather than its needed shiny appearance
- It thickens
- It becomes stringy. When an extension is dipped and withdrawn, the adhesive stays intact with the blob making an elastic like string

It will have cured too much and it will not bond the extensions to the natural lashes well. You should stop using that particular drop and dispense a new one.

Do not add new adhesive over any old drops. It will spread over it and then spreads too thinly so it cures quicker and will be wasted.

You will notice that your adhesive cures quicker in warm and humid conditions. You will need to refresh your drop more frequently. This may be every 10 minutes or even less.

Bonding

Ensure that your extensions are correctly bonded at their base to their host lash. It should be no closer than 0.5mm to their lid line and no more than 1mm away. The lash that is carrying the extension will have better control of it if it is close to the lash line (but never touching it).

Conversely, the extensions should not be too far away as they can droop or hang low, cross over or twist. Clients will be tempted to fiddle with them and will probably pull them out. This will start leaving gaps along the lash line as it needs time for the follicles to return to their Anagen state in order to produce a new hair. In extreme cases, low hanging extensions can twist and make contact with the eye and cause discomfort.

When extensions are bonded close to the lid line, a general observer will be hard pressed to see where the 'extensions start'. If they are two or more millimetres away from the lid line, it can be rather noticeable, especially if the wearer is looking up or down.

Extensions can be placed either on top, to the side or underneath the natural lash. Ensure that the contact point where the base of the extension is resting on its host lash is not lifting as illustrated. If they are, they can break away easily and are unlikely to last until its host lash sheds.

Only around 3mm of the extensions base needs to be bonded to the host lash. There was a time when the aim was to bond the extension to the entire natural lash. We no longer need to do so as our adhesives have improved over the years. The adhesive adds weight and completely coating it and the natural lash can leave the lashes feeling 'crispy'.



c. Tweezers

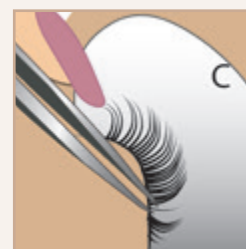
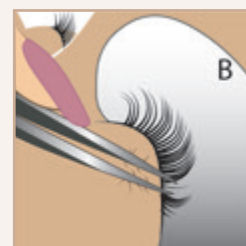
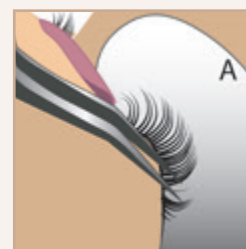
Tweezers are a personal tool and you need to find pairs that you find comfortable to use. It is usual to use two pairs that have specific jobs. There will be one for isolating a natural lash in readiness to receive an extension. The other is used to pick up and place the lash extension on the host lash.

Isolating

You will normally hold these tweezers in your non-dominant hand (the hand you don't usually write with). You may either use fine straight pointed tweezers or ones that are curved or angled at the tip. Either way, they need to be sharp pointed so they can weave their way through your client's natural lashes.

Curved or angled tweezers can help isolate those lashes that are much closer to the lash line without resting on the eyelid as shown in illustration A. This helps to hold the Anagen (infant) lashes away.

A common issue that is often seen is where the sides of the tweezers rest and press on the eye lid when isolating a lash. This can be more prevalent on clients with fleshy and hooded eyelids as shown in illustration B. It is not comfortable for the client. It may induce an Ocular Cardiac Reflex where the pulse rate decreases due to the compression on the eyeball. If you use straight fine pointed tweezers and have a tendency to rest your tweezers on the eyelid, try a curved or angled pair like those in illustration A. Otherwise, you can move your isolating hand closer to your client's lashes so you are not overreaching. It will then rest closer to the eye as shown in illustration C.



A few technicians prefer to use a needle pen to isolate but it is wise to work with tweezers as their 'two feet' can hold lashes away from your isolated one.

Pick up/placing

You will normally hold your pick-up / placement tweezer in your dominant hand.



You may find that they work better if they're a little blunt. If the tips are too fine and sharp, the extension can easily 'ping' out of the tweezers if it is only just caught in the tips.

Don't be tempted to try the X-type tweezers for pick up and placing. They were popular many years ago. They squeeze to open rather than squeeze to close so they hold the extension effortlessly in the tip and you squeeze the tweezer to release it when placing. This was at a time when thicker lashes were routinely used. Now we rarely use lashes thicker than 0.15mm and these are easily crimped by these tweezers. It is a skill to have two implements in your hands that work differently (X type squeezing to open and the other being squeezed to close). If you wish to advance in the industry and learn volume techniques, it is harder to adapt to the 'push to close' volume tweezers that are used to create, pick up and place the fans.

When you find those special isolating and pick up/placement tweezers, treat them with the respect that they deserve. Invest in spare pairs but be mindful that every pair is different, even if they are the same brand and style/type.

Top 'tips'

Your tweezers should be:

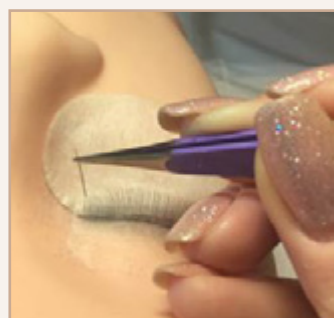
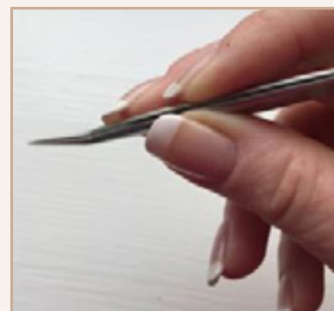
- Lightweight
- Only require light pressure to close
- Comfortable to hold
- Good quality
- Isolation tweezers should be sharp pointed
- Pick up tweezers should be a little more blunt

How to hold your tweezers

How you use your tweezers is important so you reduce the likelihood of developing fatigue in your hands and wrists and worse still, repetitive strain injuries.

A common mistake is to hold your tweezers like they are a pen. This is where they are resting between your thumb and index finger. Try it - you will not have much control of them as you can twist or roll the tweezers between your thumb and finger. Some technicians have also developed calluses to the inner knuckle joint of their middle finger where the sides of the tweezers press against it (3rd distal interphalangeal joint, just above the nail). In extreme cases, the middle fingertip starts to disfigure so it appears offset.

For the best control and comfort, rest both your index and middle finger on top of the tweezer with your thumb to the back of it as illustrated here. Your middle finger should be 1.5-2cms away from the tips. Your grip and control will be far more stable now. You will reduce the likelihood of strain, callouses and joint disfigurement.



Some technicians bring their fourth (ring) finger onto the tweezer as well but that's a matter for you. Your fourth and fifth fingers can be used to steady your hand on the client's forehead so your hand is not hovering or floating as you place your extension.

If you need to put your tweezers down during the treatment, think about where you rest them. They need to remain sterile. Do not place them on the beauty couch, close to your client as that is an accident waiting to happen. Your client may move and inadvertently 'stab' themselves or knock the tweezers off the couch. That will soil them and often damages the tips.

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 is important to apply them with precision.

If they are too far away from the lower lash line, the lower lashes will work free and you will need to tweeze the bonded 'top and bottom' lashes apart. This is fiddly and can make some clients anxious. It is wise to spend a little time getting this right.

If they are too close to the eye, they can irritate it and make the eyelid twitch or cause the eye to water. These are two things that you need to avoid! 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 their cheeks. If they do, check that they are 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.



Consider the way that you work too as some technicians rest their placement hand on one of the eyes whilst treating the other. For example, if you're right handed and you're placing an extension on the left eye, you may find that you rest your right hand on your client's right eye. This is uncomfortable and can cause Ocular Cardiac Reflex as well as moving the pads too.



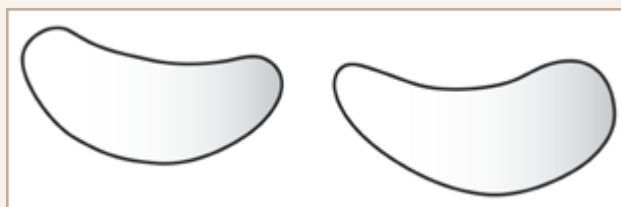
The majority of pads and tapes are either white or an off white colour. They often help you to see the natural lashes better unless your client has very fair coloured lashes. You can add thin pieces of a darker coloured tape over the top of the pad or use it directly on their skin if it is formulated to do so.

Generally, eye pads are easier to remove than tape. They are a little kinder to the delicate skin under your client's eyes. We will look at each in turn.

Eye pads

There's a wide range of eye pads to choose from. They vary in shape, size, thickness, the curve to fit around the eye line, adhesion quality, surface material quality (shiny, matt surface, lint or lint free) and what they are made of. You will find that one type alone will not suit everyone.

Shaped pads with a thin tail like the one shown on the right may be more versatile than the standard crescent shaped one shown on the left. You can either use its thin side towards the nose or outer corner.



Pads can be trimmed using clean scissors to help fit your client's eye shape. If they don't rest smoothly on their skin, you can cut little slits along the outer edge that rests on the cheek, so they can fan out as illustrated. This will help them to rest flat without creasing.



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 to place but can be mastered with practice.

Good adhesion to the skin under the eye is vital so it stays in place for treatment. Pads may not adhere well if your client has recently applied face cream, or is talking, chewing (e.g. gum), laughing or coughing. If you think that the adhesion is weak, you can use small pieces of tape to hold them in place. Place one piece on the inner corner of the pad and fix it to the bridge of the nose, and place another on the outer edge of the pad and fix to the side of the cheek as illustrated.



Pads with a shiny surface can reflect the light from your overhead lamp back at you so it's glary and uncomfortable. A matt (non-shiny) surface is recommended.

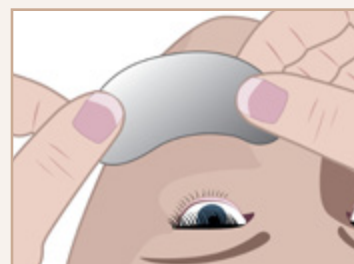
A lint free smooth surface is preferable as you will be resting the points of your tweezers on the pads when you isolate a natural lash. They can snag its surface and create threads. These can get drawn into the adhesive and this can take some time to 'unpick' with your tweezers.

Be mindful of any pads that offer treatments like Collagen. After prolonged wear, its contents can ooze into your clients eye. This can cause irritation and it's another ingredient that could cause some sensitivity.

Applying pads

Only remove the pads from their packaging when you are ready to use them. Some can dry out and their once soft edges can become quite hard and less comfortable to wear.

- Peel them from their backing cover. Hold them at their sides between your thumb and index and / or middle fingertips of both hands. Make sure the arch that will rest against the lid line is closest to you as shown.
- Ask you client to look up towards the ceiling. Do not let them look over their head as this will lift their skin too high and the pad will not rest well.
- 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 help to draw their lashes downwards to help you get them all in the confines of the pad. For the right eye, use the right hand ring finger.
- Hold the pad at a 45 degree angle to your client's lower lid line. 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 in line with the hair follicles so they are just showing. It is easier to start at one end and work your way round. For example, rest it in position at the outer corner and then lower the middle section into position where you want it and then the inner corner.



- It must not touch the lid line. If it does, it is likely to touch the eye when they close their eye or if it moved slightly during treatment. Ask them to close their eye slowly. If they quickly snap their eye shut, the pad will dislodge.
- Once their eye is closed, smooth the pad down to ensure it is fixed in position. Use your fingers to do this and never the tweezer tips as this is dangerous.



If you think that it will move easily, use a couple of strips of micropore tape to hold each side in place as described earlier.

Repeat for the other eye. Be mindful that your client may find this a little uncomfortable now that one eye is prepared.

Check that all the lower lashes have all been caught underneath by gently lifting the eyelid with your finger or combing the lashes up a little with a mascara wand. If there are any stray lashes, try to adjust the pad or remove it and start again.

Ask your client to close their eyes and check their comfort. If they are uncomfortable, remove them and try again.



See how their eyes behave when they are closed. If they are flickering, it could be a sign that the pads are not comfortable and you may cause tears during the treatment or make the whites of their eyes (sclera) red. It is better to spend time getting this right, right at the start. If you have to adjust the pads or remove them mid-treatment, you will need to use an air blower for a few minutes to cure the adhesive of the recently treated lashes. This is time consuming.

Removing pads

Pads are far easier to remove when compared to the tape. Always remove them with your clients eyes closed as they may start to water. Start by lifting the pad at one of the corners and peel away. Lead it away from the eye as you do not want it to move into the eye.

Tapes

Micropore 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.

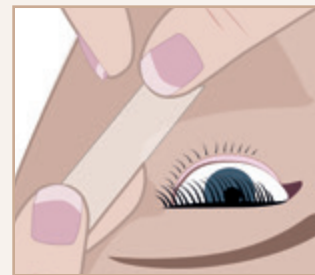
Microfoam is a hypoallergenic elastic lint free surgical foam tape. It is stretchy in all directions and it's a cheaper alternative to eye pads. Cut a piece that's slightly longer than the length of the eye with a pair of sanitised scissors. Then cut a shallow or deeper curve into the long edge of one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

Durapore is a hypoallergenic strong and flexible silk like lint free breathable tape that can be used to tape lower lashes down.

Transpore is a hypoallergenic transparent, breathable and perforated plastic lint free medical tape. Do not use this to tape the lower lashes down as the edges are too 'sharp' and you risk causing an abrasion to the eye if contact is made. It is good for securing the pads to the skin if they are likely to move as well as your lash strips to their tiles or pallets so they don't lift as you pick your extension up.

Applying tapes

- Tear off a 4-5cm long piece of micropore tape.
- Hold each edge between your thumb and either the index or middle fingertips.
- Hold as little as possible as it will be difficult to place and release as it will stick to you.
- Ask your client to look up towards the ceiling.
- For the left eye, rest your left hand's fourth (ring) finger on their cheek under the lid line and gently pull down their skin under their lower lid. This will help to draw their lashes downwards so you can catch them all with the tape. For the right eye, use the right hand's ring finger.
- Starting from the outer corner, place the edge of the tape along the lid line, securing the lower lashes underneath so you are still able to see the hair follicles. Cover about 1cm of the lash line with this piece. (You could start at the inner corner first if you wish).
- It is the most difficult piece to get right as it can often be placed too high, causing the eyelashes on the upper lid to stick up as illustrated. This will make it difficult to treat those lashes on the outer edge. If you bond an extension to a lash that is touching the tape, it will bond to the tape too. You can lift the extension from the tape to part them but this can leave traces of the tape on the extension. It is not 'clean' work.
- Once that first piece is resting right, take a second 4-5cm strip and cover the exposed lashes next to the ones you have just covered so you work along the line position towards the mid-section.
- Then apply another piece to reach the inner corners if more tape is needed. Sometimes, just two or three pieces of tape will cover a lash line but where the eyes are more rounded, you will need at least three pieces to follow the lash line round.
- Check that all the lower lashes have been caught underneath the tape. If there are any stray lashes:
 - try to adjust the tapes
 - or add another piece of tape
 - or remove them and try again



Try not to keep adding layers of tape as it will make the area under the lashes very bulky. The lashes on the upper lid line may then rest on them when your client's eyes are closed and you'll need to lift them off. You will learn about this soon.

Repeat for the other eye. Be mindful that your client may find this a little uncomfortable now that one eye is prepared.

Ask your client to close their eyes and check their comfort. If they are uncomfortable, adjust them if you can by lifting a little of the tape and drawing it away from the eye or remove them and try again with fresh tape.



Watch how their eyes behave when they are closed. If they are flickering, it could be a sign that the tapes are not comfortable. This could cause the eyes to water and that will make treating difficult. It can also cause red eyes (sclera) from exposure to the vapours from the adhesive.

Sticky tape

There may be times when the tape has stuck too firmly to dry skin and it turns greyish in colour. This is rare but can happen. Try these techniques to prevent it:

- If their skin is dry, advise them to lightly apply their own face cream about an hour before their treatment.
- If your tape is particularly sticky, you can reduce it by de-tacking. Hold the tape by the tip and place the rest of it on a sanitised surface or over the top of another strip of tape. Rub it down and then lift it off. Repeat this 2-4 times to de-tack or reduce its stickiness.

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



You will occasionally come across clients with very pronounced, rounded or heavy cheeks under their lower eyelids. They may have a distinct crease between their cheeks and foreheads. Pads are unlikely to rest well due to their face shape, even when trimmed. Furthermore, the 1.25cm wide micropore tape may be too wide and each strip can

form creases when placed. This will make treatment difficult as the raised crease is likely to touch the lashes and you are likely to bond extensions to it. It can be tricky to rest your isolation tweezers on it too. You can make the tape slimmer by trimming it to just under 1cm with clean scissors. This will help it avoid the cheek line and the creasing it causes. This will be far easier to work with.

Removing tapes

Always remove them when your clients eyes are closed, otherwise it may cause them to water as they are placed close to their eye.

Do not be tempted to lift off all of the pieces of tape at the same time. As you have used 2-4 pieces, you will probably have lashes caught in the places where the tapes overlap. You will probably rip some lower lashes out.

To remove them, lift and remove the uppermost piece of tape first. Some technicians use their tweezer tips to lift the corner but this needs to be done carefully. Once the corner is raised, lift the rest of the tape with your fingers and not with the tweezers. Ensure that you place a small amount of pressure with your fingers on the skin close to the tapes contact point where you intend to start peeling. This will keep the skin taut to relieve the 'pull' on your client's delicate skin under the eyes. Lifting tape that's laid on a piece of tape is easier. The very last piece will be in full contact with their skin and should be lifted gently and with extreme care. If you find that it is stubborn on one side, lift it from the other. Do not be tempted to quickly 'rip' it off as you will do one or two things; rip out the lower lashes and / or cause an abrasion to their skin. Take it slowly!

Micropore tape can be a little more uncomfortable as the longer it remains in contact with skin, the stickier its adhesive can become.

Applying pads and tapes together

Not all pads fit everyone but you can still use them with some help.

- If your pad is not rounded enough to fit your clients eye, you could place one strip of tape at the outer or inner corner to secure those lashes and then use your pad to catch the rest.
- You can place the pad onto the lower lashes but not quite so close to the lid line and then use tape to get closer. It is easier to take the tape off the pads rather than the skin.

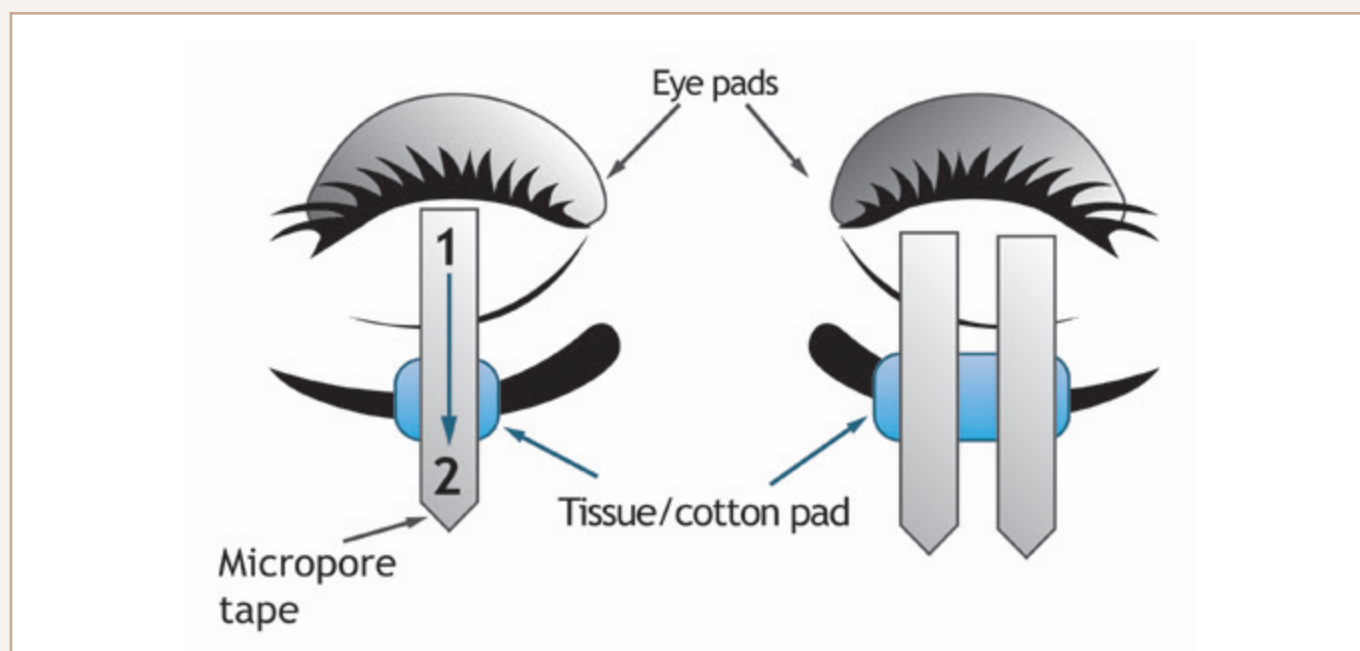
Lashes resting on the pads or tapes

When the lower lashes are protected by the eye pads and/or tape, check to see if your clients natural lashes rest directly on top of them when their eyes are closed. If you perform the treatment like this, you will bond many of your extensions to the pads or tapes and they would need to be unpicked from them. This can leave bits of their residue on the extensions and you will need to remove them.

It is best to 'lift' their lashes a little before you start to treat and without opening their eyes.

You can lift the lid line a little by using 4cm long pieces of micropore tape as shown in illustration **A**. Always de-tack the tape at least 3 times on a sanitised surface before using them on this delicate skin. Place the end of the micropore tape on the eyelid close to the lash line that's shown as point 1. Then draw the tape back towards you to lift the lashes a little and then stick the rest of the tape down on the eyelid at point 2. You may need to use two pieces of tape at certain points along the lash line to lift it well. Take care to ensure that their eyes remain closed once the lashes have been lifted. You can use a dental mirror to get a good look.

A



Where your tape extends over the brow line, you can cover it with a little tissue so it doesn't get caught on their brow hair.

B

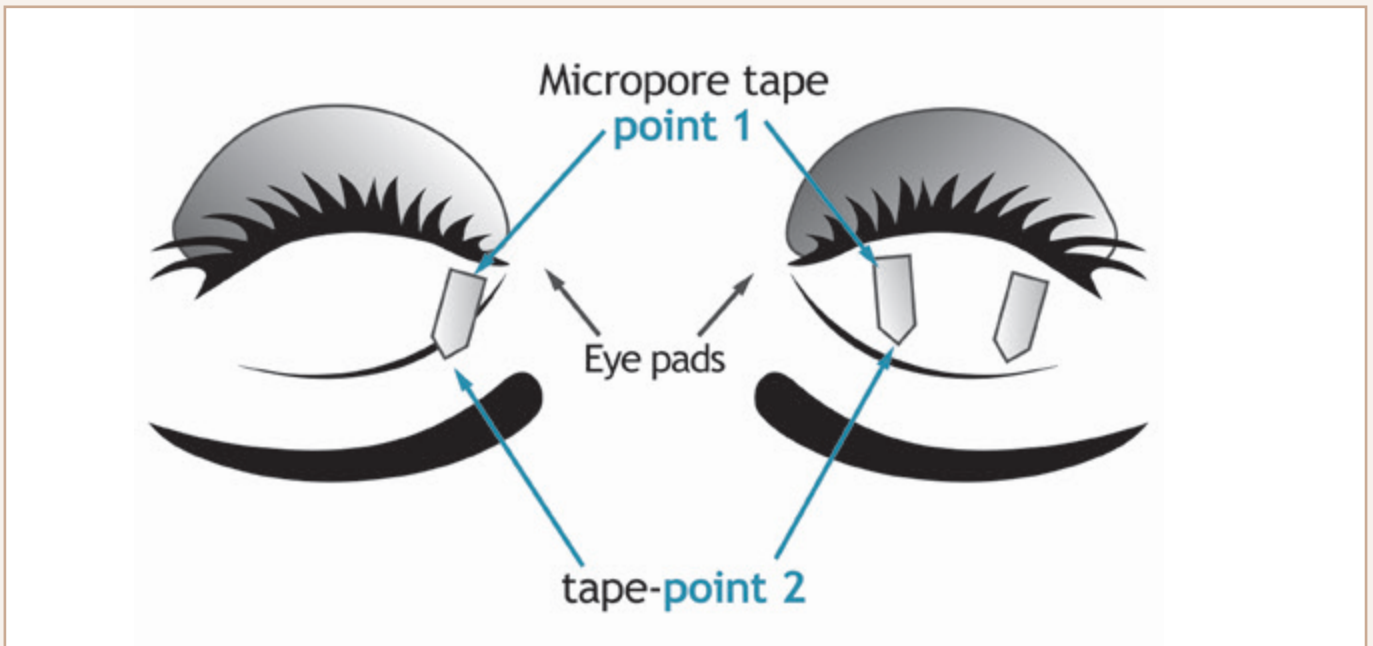


Illustration **B** shows an alternative eyelid lift. This is done by using shorter 1 to 1.5cm pieces of de-tacked micropore tape. You can also make it finer by trimming its width. Place the end of the micropore tape on the eyelid close to the lash line at point 1. Then draw the tape back towards you to lift the lashes a little and then stick the rest of the tape down on the eyelid at point 2. You can use two or maybe three 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.

C

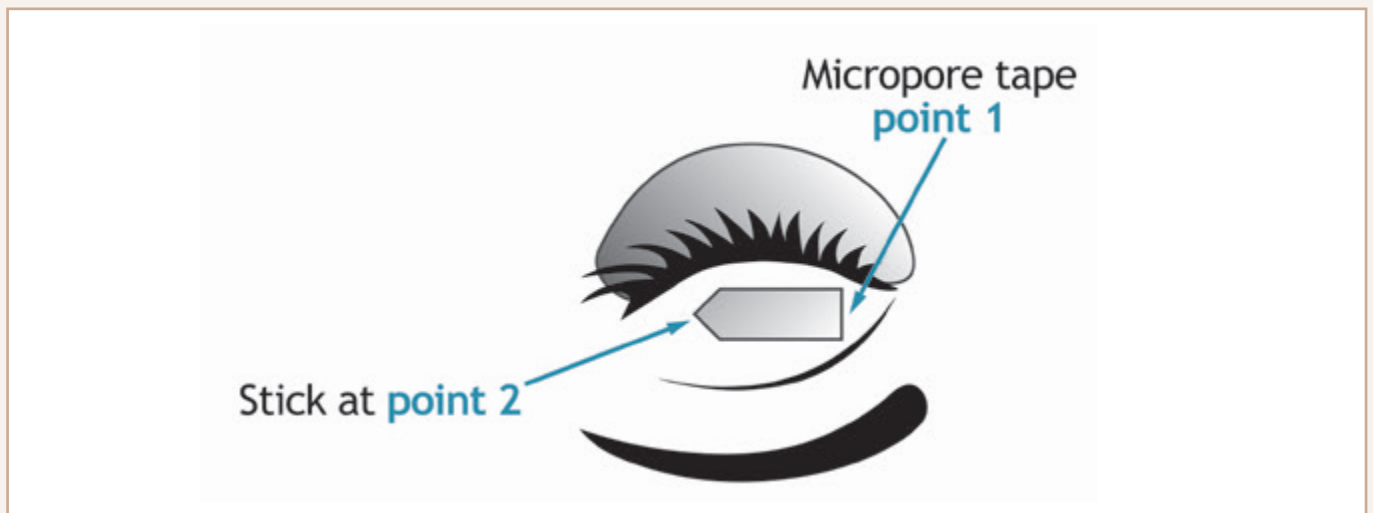
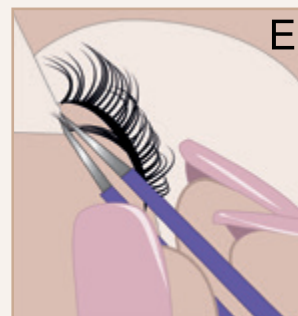


Illustration **C** shows an alternative way to lift and reach the inner corner lashes. Use a 3-4cm piece of de-tacked micropore tape to stretch across the lid line to lift them. You can trim the width to make it fit better if needs be. This time, the tape to positioned horizontally across the eyelid, between the lash line and lid crease. Place the end of the micropore tape on the eyelid close to the inner corner at point 1. Then draw the tape in the direction of the outer corner to lift and stretch out the inner corner lashes a little. Stick the rest of the tape down on the eyelid at point 2.

There is another technique that can lift the lashes and it also helps to thin their volume that can speed up isolation.

You now know that most people's lashes are in layers. You can use the edge of an eye pad or de-tacked micropore tape to lift a layer of those lashes at their tips and draw them back gently on themselves. You then stick the pad or tape to the eyelid, below the brow line as illustrated in **D**. You must make sure that their eye is closed. If it opens, you may have pulled the lashes up too high. Release the tape and reduce the height a little, then check again. Comb the lashes before taping them up to prevent some lashes crossing over each other and interfering with the ones you want to treat.

To remove the tape, you can lift it at one end and gently tweeze the lashes off it as illustrated in **E**. If you have just caught the lash tips on the tape, you can tweeze these off and then lift the tape away.





7. Zoning and mapping your lash style

Zoning and sectioning your work

Zoning the lash lines is a technique that can help you to place your extensions in an even and systematic way. These illustrations show what is meant by zoning or sectioning so you can see it on an open and closed eye:

The open eye shows your client face on to you. The closed eye is what you will see when your client lays down in front of you for treatment.

1. Outer corner
2. Outer mid-section
3. Mid-section
4. Inner mid-section
5. Inner corner

Let's look at the typical characteristics of the natural lashes in these five zones.

1. Outer corner

Natural lashes may be finer and shorter than those in zone 2. They can often be frazzled where clients have 'crushed' them whilst sleeping. Many clients want length here and their natural lashes are not capable of carrying them. You will often need to use shorter and finer extensions at the very outer corner if you can. Otherwise, it may be a little noticeable as illustrated.

Applying lashes in this zone can be tricky. A common mistake is to think that you have placed them close to the lid line (0.5 – 1mm). In reality they are probably further away as illustrated and they will tend to hang low and cause irritation.

This area is easier to 'lash' if you move your clients head to the side so the cheek bone of the eye you want to treat is facing the ceiling. You can see and reach those outer corner lashes more easily.

2. Outer mid-section

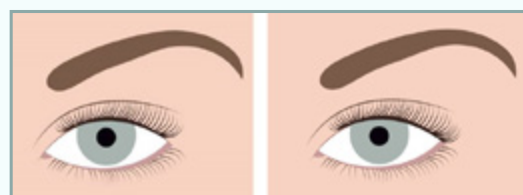
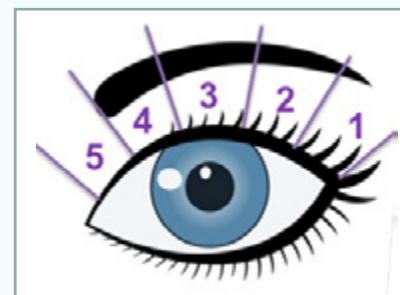
Natural lashes may be of similar length or shorter than in zone 3 but longer than in zone 1. Some of your longest extensions may be placed in this zone.

3. Mid-section

This is the section is usually above the pupil and takes in the sides of the iris too. Some of your longest extensions may be placed in this zone. They are likely to start getting shorter as it reaches zone 4.

4. Inner mid-section

Natural lashes tend to be shorter than in zone 3 but longer than in zone 5. Ordinarily, this is where we start to add shorter extension lengths in most cases.



Poor Placement



Good Placement

5. Inner corner

Natural lashes here are shorter than those in zone 4. They tend to be finer and weaker as they reach the nose. This is where you may also need to use finer (thinner) extensions but do not treat the ones in the very inner corner as they will cause irritation.



- Inner corner lashes can be hard to 'lash'. Instead of using your isolating tweezers, use your index finger of your isolating hand to gently draw up the lash line at the inner corner without opening your client's eyes (short nails needed). This may offer a better reach and may naturally separate the lashes so you don't need to isolate. Once you have placed your extension, wait a few seconds for the adhesive to cure before releasing the eyelid, otherwise it may rest and then stick to the eye pads or tapes. You can also stretch it a little to the side towards the outer corner to spread out the lashes if needs be.
- Instead of your finger, you can use tape to raise them as shown in the last chapter.
- You can also tilt your clients head a little. When you are trying to reach the inner corner of the right eye, tilt their head a little to the right. It can then be a little easier to access this area.

Is zoning necessary?

You don't have to use this system of zoning but it may help when it comes to placing your extensions in a systematic way. This is merely an example of many techniques that could be used so it's not a hard rule. It is there to help you work systematically as you start out so you get the best results.

Zoning in action

It is good practice to work from eye to eye to ensure an evenly balanced result. This will help you to mirror the number and position of each extension on each eye. The advantages are that if you or your client were to suddenly fall ill during treatment, then there is a balanced look despite being an incomplete set (believe me, it happens). If you follow one of these two suggested lash placement techniques, then you will reduce the risk of pushing lashes towards any recently treated ones. Lashes and extensions pushed onto tacky adhesive can get caught in the bond and they would need to be separated. This can be uncomfortable for your client as it is fiddly and time consuming. Furthermore, you will have a balanced look if time is against you and you have to stop before you would have liked.

Some technicians 'lash' one eye at a time. There are no rights and wrongs but there are more downsides that way. You now know that we will not have the same number of treatable natural lashes on each eye so you may have one eye hosting more extensions than the other!

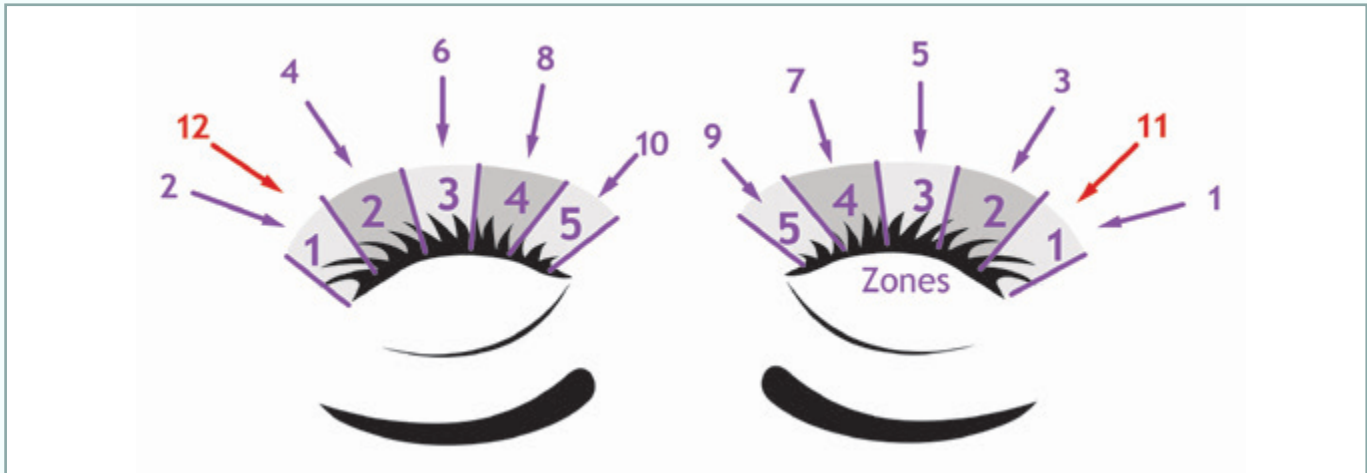
Let's look at two techniques:

Technique 1 ~ working from one eye to the other:

- Right eye: apply the 1st extension to a lash in zone 1
- Left eye: mirror with the 2nd extension
- Right eye: apply the 3rd extension to a lash in zone 2
- Left eye: mirror with the 4th extension
- Right eye: apply the 5th extension to a lash in zone 3
- Left eye: mirror with the 6th extension

- Right eye: apply the 7th extension to a lash in zone 4
- Left eye: mirror with the 8th extension
- Right eye, apply the 9th extension to a lash in zone 5
- Left eye: mirror with the 10th extension
- Right eye: apply the 11th extension to a lash in zone 1, between extensions 1 & 3
- Left eye: mirror with the 12th extension (between extensions 2 & 4)
- And so on.....

This illustration shows the sequence and positions aligned to the lash zone.



Technique 2 ~ working '5 right and 5 left' and repeat...

Right eye:

- apply the 1st extension to a lash in zone 1
- apply the 2nd extension to a lash in zone 2
- apply the 3rd extension to a lash in zone 3
- apply the 4th extension to a lash in zone 4
- apply the 5th extension to a lash in zone 5

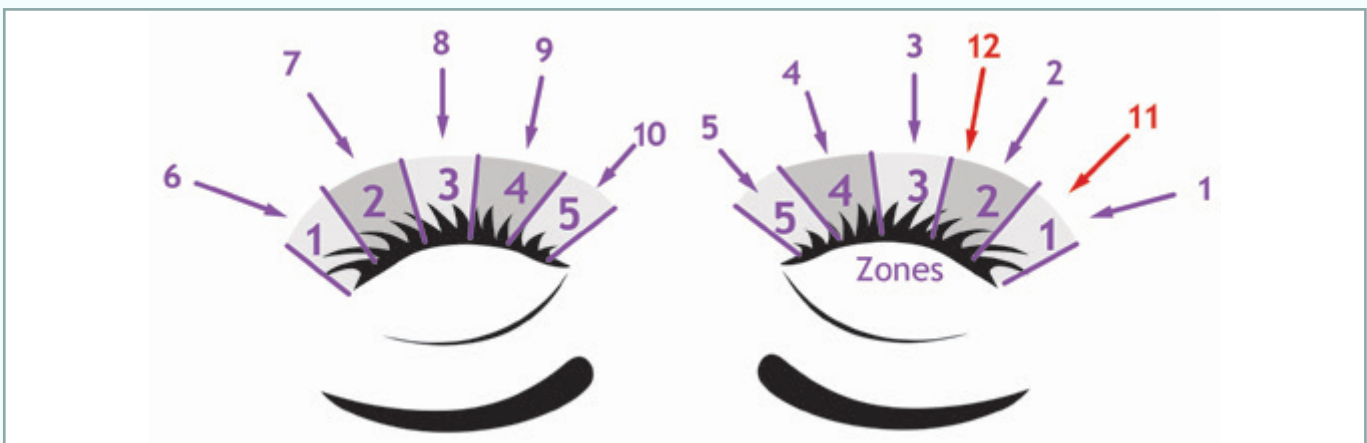
Left eye:

- mirror by applying extensions 6 to 10 in zones 1 to 5

Right eye:

- apply the 11th extension in zone 1 between 1 & 2 (and so on)

This illustration shows this technique being applied

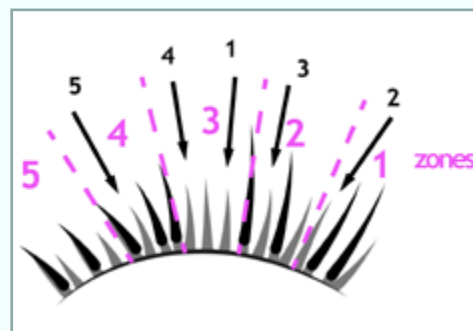


If you work in a structured way like this, you will achieve an evenly balanced look, despite your inexperience. You could choose to number your zones in a different way so zone 1 starts at the inner corner instead. It may be that you prefer to have four zones rather than five. It really is about finding a way that works for you. You may find that as you build your experience, you may 'lash' a little quicker if you work on one eye for a time. You can follow technique 2 by placing your 5 foundation lashes and then keep repeating the pattern on the same eye. You could do this 4-5 times and then move on to the other eye. This means that you are not 'running away with yourself' and completing one eye first that could lead to an imbalance because of an uneven number of natural lashes and those that are adult enough to treat.

So this structure works really well with a new client who has no extensions in place. Let's consider how this structure can work when it comes to topping up and 'infilling' a previous treatment.

Infills

The simplest way is to keep working to the structure. You can modify it if the remaining extensions are not evenly spaced. This is where there are some noticeable gaps so you will need more extensions in the same zone. Do not work in that area in one go as you risk moving lashes into ones you have just treated and they'll stick together. Put a little adjustment in your structure. For example, you may need more extensions in zone 3 of the right eye because more lashes have shed from there and there are plenty of adult lashes to treat. Start by applying an extension there first, then work in zone 1, then 2, then 3 again, then 4 and onto 5. Go back to zone 3 again and repeat. It soon evens out!



Mapping your lash lengths to create your look

Mapping is a technique to ensure that you place certain extensions in the required position for each eye. If you are clear on where your lengths (and/or curls) need to go at the start, you are more likely to achieve an even and balanced set of extensions as the lengths will be mirrored on both eyes. It only takes a minute or two to map your lash positions. You will ultimately save more time as you are not having to think about what extension needs to go where. As you advance with experience and further training, you will learn how adapt a look to suit each eye so you can accentuate great features or disguise and play down others, e.g. hooded eyelids or unevenly shaped eyes. Right now, let's focus on the basics.

There are many styles that you can create. As we are focusing on the basics, let's start with a 'natural' style. This simply extends your clients own lashes by 1, 2 or 3mm's or so, depending on whether you are offering a natural, noticeable or glamorous look.

You need your client resting comfortably on your couch with you seated behind their head. For this simple style, you start your mapping once you have secured their lower lashes with eye pads or tapes and they have closed their eyes. You then map your intended lash lengths and positions with a fine, soft tipped pen. A soft tip will not put too much pressure on the pads or tapes as you draw on them. Remember, you don't want to move them once they are in place.

Mapping the 'Natural' lash style

There are many lash styles that you can create by placing particular lengths and curls in certain places along the lash line to complement the clients eye shape, brow shape and eyelid characteristics. There are a few tips in the coming section but as you are starting out, it is best to keep it simple and then advance your skills when you have mastered the basics.

Most clients will wear **a natural lash style** well as you are working with what nature has given them. This is where you extend their natural lashes by a certain length. It could be that you extend them by a couple of millimetres for a natural look that's not too noticeable (see Chapter 5, Part c).

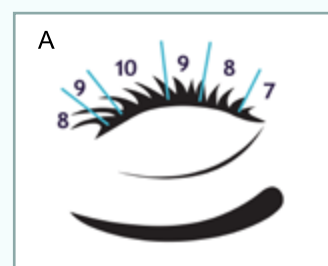
Firstly, it is best to consider where your longest lengths will be and then map them. For a natural style, this will be where your client's longest natural lashes are. They will usually be between zones 2 and 3. Mark two lines on your pads, close to the lashes, to show the section of the lash line that will host the longest extensions.

To work out the length you want to put there, take an extension that appears 1-2mm's longer in the tips of your tweezers. Hold it as if you are about to apply it to a natural lash. Make sure that it is 0.5-1mm away from the lash line as that is where it will be bonded. You can then see if it is the right extended length. If it isn't, try a different one. With experience, you will be able to assess the extension length you need by looking at them as it becomes second nature.

Write the longest length that you intend to use in that marked zone. In our example, it is a 10mm extension. You can then map the lengths of the neighbouring lashes, working your way down in sequence where you see their natural lashes getting a millimetre shorter, e.g. 9, 8, 7 mm. This will 'fan' the lash sweep evenly. It is usual to use 2 to 5 eyelash lengths, depending on the varying lengths of the client's natural lashes.

As a simple rule at this stage, never skip a length as this will create a step in your lash sweep. This means that you do not jump from 10mm's to 8mm's with no 9mm's between them.

Illustration **A** shows this lash map on a closed eye that is ready to treat. The blue lines mark where you will use certain lengths that have been added to complete the mapping process.



The dotted line in illustration **B** shows where those extensions lengths would reach so you can see the shape of the extended lash line that would be created. The sections marked by blue lines is where the different lengths would be placed so you can see their effect on an open eye. You can see that the longest lengths are to the outer side of the highest point, being the middle of the eye.

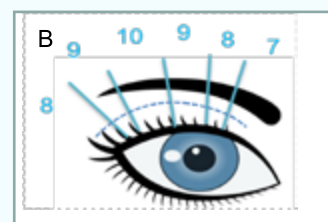
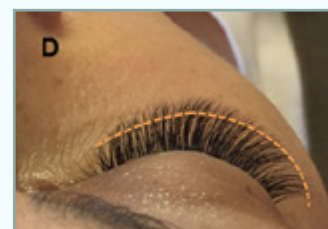


Illustration **C** shows a lash line before treatment. When it is closed like this, you can see their natural lash length against the light coloured pad. Their natural lash length has been emphasised by a black dotted line so you can compare this before picture with an after treatment one. This model's natural lashes are a 1-2mm shorter than our lash map. Illustration **D** shows this client with lash extensions positioned in line with the lash map. The orange dotted line shows her natural lash length so you can see that the extensions are slightly longer, giving her a natural look with lovely thickness, volume and density.



Once you are more experienced, you can enhance your skills and learn the art of lash design. This is where you can blend various lengths, thicknesses and curls and colour in key positions along the lash line and layers to create beautiful bespoke signature sets.

Eye shapes and characteristics

As your confidence grows, you can try little adaptations to the natural style to enhance particular eye shapes or characteristics. This could be:

- an adjustment to where you place your longest lengths,
- using more than 3 or 4 different lengths in your set, or
- use a particular curl.

Here's a little insight into the world of lash styling.

Round shape or protruding

You will see the whites of their eyes around most of the iris.

Use softer curls so you don't emphasis the roundness, otherwise they may appear to protrude or bulge.

B curls work well but you can use a J or C too.



Avoid placing your longest lengths at the highest point of the eye. This will be the mid-section in zone 3 as it will make their eyes look bigger. The 'natural' style will work well.

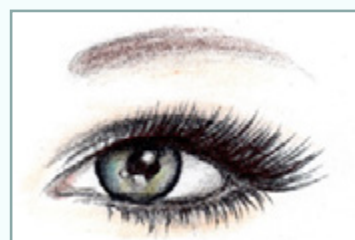
Almond shape

Eyes appear narrow so you cannot see any white above or below the iris. This is considered to be the most versatile eye shape to work with as many lash styles may suit it well.

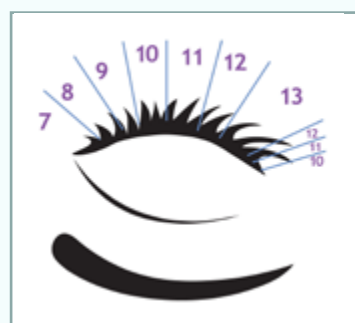


You can use a B curl for natural looks and a C curl or curlier for a glamorous look.

You can add longer lengths at the outer corner to create a 'cat' eye effect if their lashes are strong enough to hold them. Here is how it would look and an example of a 'cat eye' lash map.



You will notice that slightly shorter extensions are used in Zone 1 near the outer corner. Longer extensions will be too heavy otherwise. You could use slightly finer ones to help reduce the weight even more. So, if you are using 0.15mm diameter (thick) extensions for your treatment, you can use the finer 0.12mm ones for the last 2-3mms of the lash line at the outer corners where you have reduced the lengths to 12, 11 and 10mms. It may be that you only add a couple of extensions in these lengths in that space. They will hold better and are less likely to droop or hang.



Deep set eyes

Deep set eyes are set deeper into the skull so the brow lines/bones are prominent. Short lashes will be hidden and the tips of a short curly curl will tickle the eyelid too.

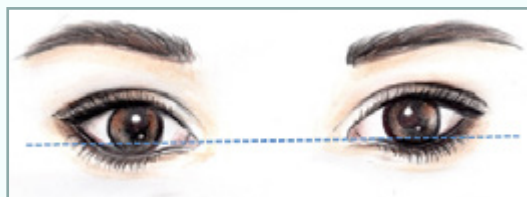
Soft curls like a B or C will open up the eye but you'll need length to lift them out from the eye socket.



- To decide on lengths and curls, you can apply a couple of lashes of the length and curl you are thinking of using in zone 2 or 3. This will help you to test the lashes during a patch test. This will be instead of placing them at the outer corner for discreetness.
- It can be tricky to secure the lower lashes with pads as the edges get lost in the deep set eye socket. Tape works better.

Upturned eyes

These are usually almond shaped and lift at the outer corner. The lower eyelid looks longer than the top lid. A simple way to determine if they are upturned (or down turned) is to imagine a line running horizontally from the inner corners. If the outer corner is above the line then it is upturned, if it is below the line, then they are down turned.



If you struggle to tell, take a photograph and rest a straight edge in line with their inner corners.

Soft curls like a B or a C works well. Take care if you want to make a 'cat eye' effect at the outer corners as you will make the eyes appear even more lifted.

Down turned eyes

These appear to droop at the outer corners so the eyes look 'sad'.

Droopy eyes need to appear lifted. Curlier curls like CC, D and LC work well as illustrated. If you use a long soft curl, you will make their eyes look even sadder as the extension will appear to droop. If you are using curlier curls, ensure that they flick or sweep out towards the outer edge to avoid a 'closed in' look. We'll cover 'sweeping' soon.

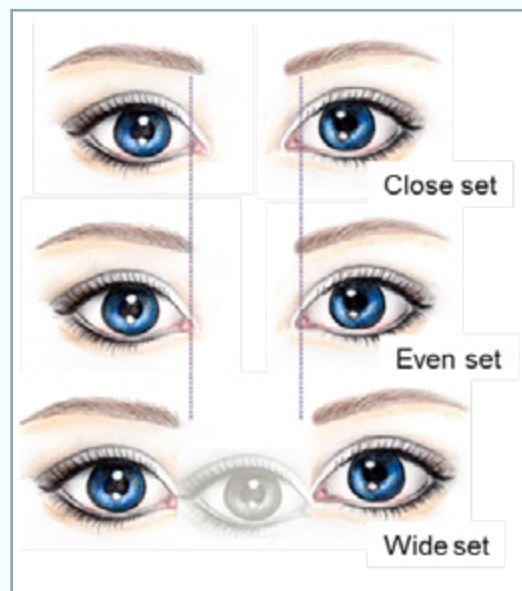


Close set and wide set eyes

The illustration shows close set and wide set eyes compared to an 'even' placement. The dotted line illustrates the difference.

Close set eyes need slightly longer lengths towards the outer corners in zones 1 and 2 so a little 'cat eye' effect can work. The soft B curl at the outer corners can also help to draw them apart.

Wide set eyes have an eyes width between them. They need to appear closer together. Use shorter lengths near the outer corners and curlier curls like C, D or L ones. Longer extensions work better in zones 2 and 3.



Hooded eyelids

Excess skin can appear heavy and it can smother the eyelid crease and the upper eyelashes. Similarly with deep set eyes, you may need to use a longer lengths along the lash line where the hood hangs so they can be seen from under it. This will help to open the eye.



Monolids

With little or no eyelid crease visible, the lid appears flat and may create a hood. They may have straight and down pointing lashes.



The LC curl is a great curl that offers a lifted look. Its straighter base will bond well to straight lashes. If you want to use a curlier curl like a C curl, it is best to hook it under the natural lash and bond it there so there is more of a contact point. See Chapter 8, Point 16.

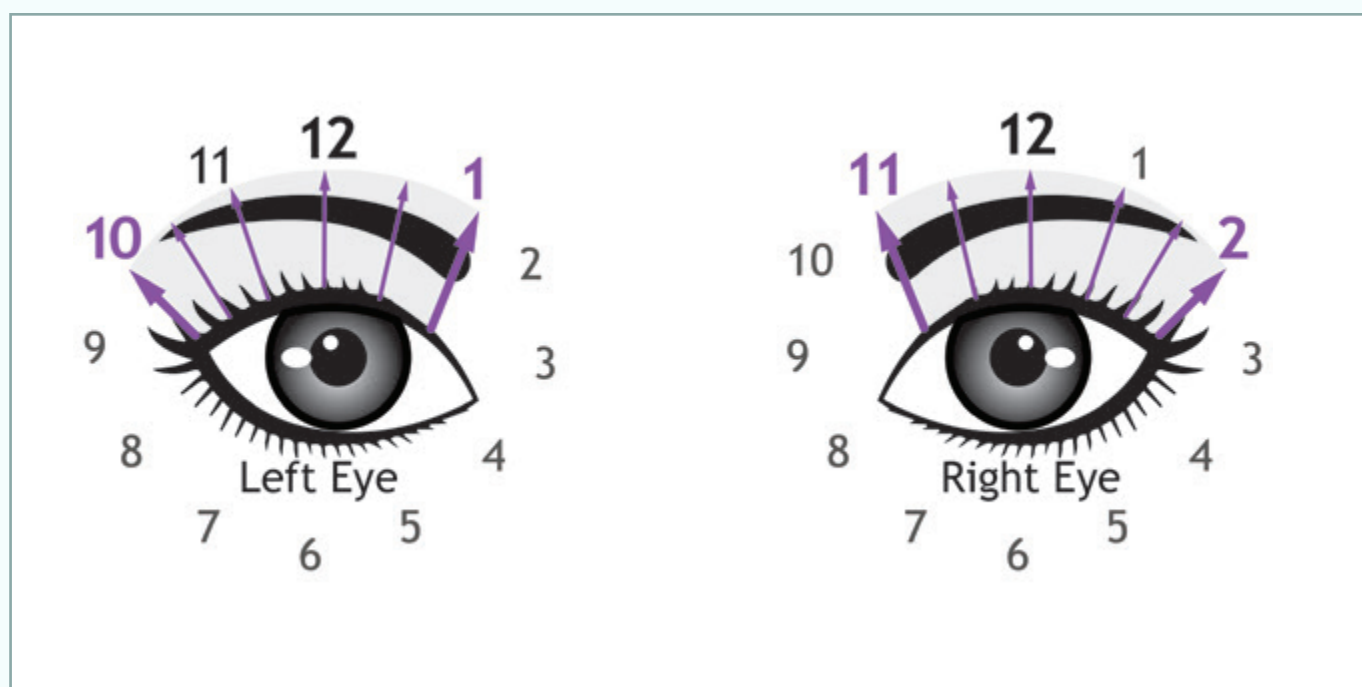
Placing and 'sweeping' your extensions 'correctly'

Direction

Your extensions should sweep out into a fan shape. It's probably best to describe how to position them by comparing the sweep to the time shown on a clock face.

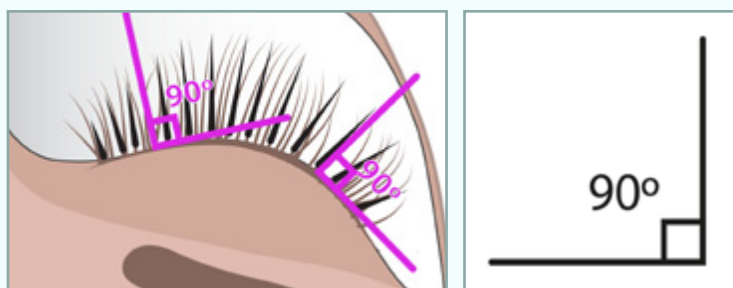
For many people, the right eye arc would sweep from 11am at the inner corner to 2pm at the outer corner. The left eye would sweep from 10am at the outer corner to 1pm at the inner corner. Clients with less rounded eye line would not have such a wide sweep. For example, the lashes at the inner corner of their right eye may point more towards 12 o'clock rather than 11 o'clock and this is okay.

These illustrations show the position that your extensions should be 'pointing'.

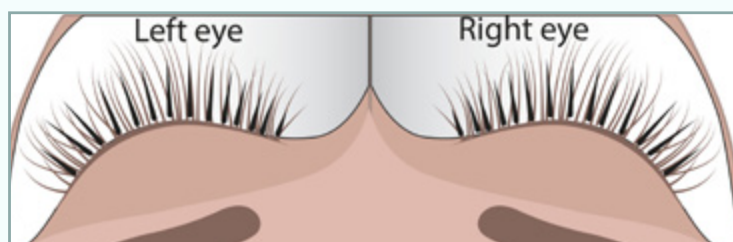


To understand this illustration, imagine that you are looking in the mirror. The right eye is actually the mirrored right eye. It is not the left eye of someone standing in front of you.

Note: **If you sweep the inner corners too far out, you will find that they leave more noticeable gaps as they shed.** For example, when the lashes on the inner corner of the right eye sweep towards 10am rather than 11am so they are wider apart.

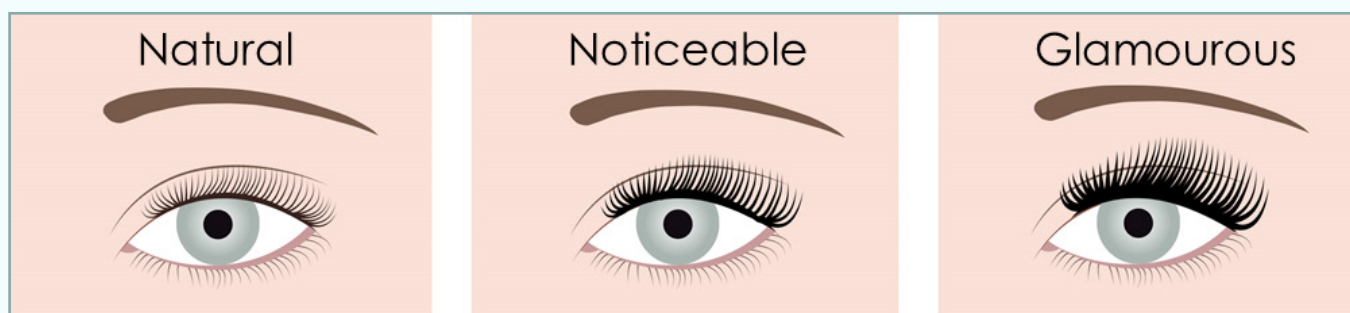


To help you get your sweep right, aim to place the extensions so they are at 90 degree angle to the lash line as illustrated. This means that they are placed at a right angle to the lash line to prevent it from over sweeping. The only exception to that rule is the outer corners. You can sweep a little more to make the eyes appear wider or to prevent curly curls 'closing in' the lash line.



Natural lashes are not usually well behaved as they can cross over each other and point in all directions! To achieve uniformity, you will need to think about where you bond the base of the extension to the natural lash. This will give the illusion of uniformity. For example, if the natural lash is pointing towards 12pm and you need your extension to face 1pm as this is the position that is 90 degrees from the eyelid, you could attach the base off to the right side of the natural lash and angle the tip so it faces 1pm and the ceiling.

There is more information about how to 'land the extension' on the natural lash in Chapter 8, Point 16.





8. Performing the treatment

The quick guide

Preparation

1. Check treatment plan and prepare products and equipment for your client
2. Enquire about any new contra-indications
3. Invite your client to lay/recline on couch/chair. Check comfort, offer a blanket
4. Apply your protective face mask
5. Cleanse your hands
6. Place towelling headband over forehead or tuck hair inside a bouffant cap
7. Cleanse eye area with lash cleaner, rinse well with water, blot dry with a tissue
8. Secure lower lashes with pads / tape. Ask them to close their eyes. Check comfort
9. Switch overhead lamp on away from client and move into position overhead
10. Examine their eyes for any visible contra-indications
11. Optional: Add Primer to a micro brush, blot excess solution on a tissue, stroke lashes using a cotton bud to wedge
12. Comb lashes with a disposable mascara wand
13. Map the lengths and curls on the pads or tapes with a felt pen
14. Shake adhesive well, discard first drop, place rounded drop on glue holder

Application

15. Use isolation tweezers in non-dominant hand to isolate suitable adult host lash
16. Use pick up tweezers in dominant hand to pick extension in the required position in the tips
You may do point 16 before 15 if it works for you
17. Slowly dip extensions base in and out adhesive by 3mm to acquire a small amount
18. Place on the host lash 0.5 - 1mm from eye lid, in required position and direction
19. Keep other lashes isolated whilst adhesive cures (2-5 seconds)
20. As a guide, work eye to eye, position to position for evenness

After

21. When done, eyes stay closed for 10 mins for curing. Use air blower to speed up
22. Check lashes are free from tapes or pads. If stuck, gently lift off with tweezers
23. Check lower lashes are free. Separate any stuck together
24. Check each extension is correctly bonded and not attached to other lashes. Remove any that are not bonded well and separate any stuck together
25. Comb with a mascara wand. Use a sealant if you wish
26. Gently remove pads / tapes whilst eyes closed, holding skin taut
27. Turn overhead light off. Shield client's eyes and ask them to open
28. Check lower lashes are free, especially outer corners. If caught, tweeze apart
29. Client may sit up. Invite them to adjust to being upright before dismounting
30. Offer a mirror to check treatment
31. Explain aftercare musts. Offer an Aftercare leaflet to new clients. Remind regulars
32. Offer the mascara wand to comb their lashes
33. Take payment
34. Book infills. Write on a card if they don't add it in a diary
35. Update their Service Record as the treatment is fresh in your mind
36. Clean and sterilize your tweezers
37. Dispose of used microbrushes / couch roll. Launder headbands / couch covers
38. Cleanse any leftover lash extensions in readiness for your next client

The detailed guide

Preparation

1. Check treatment plan and prepare products for client

Refer to your client's Suitability and Consent form and Service Record that you completed at your consultation. This will have the details of the products that you need to use (the ones that you patch tested) and the look you agreed (natural, noticeable, glamorous).

Prepare your treatment area with the necessary equipment and products required to perform your service before receiving your client.

If you are a mobile technician, ensure you have the right equipment and products for the clients you are due to visit. Carry spares, like extra tweezers and couch covers in case of soiling or damage.

2. Enquire about any new contra-indications

Ask about whether they have had any issues or concerns following their patch test, or any issues since their last treatment. Write the outcome on their Service Record. If there have been any issues, refer to Chapter 5, Parts a and e.

3. Invite your client to lay/recline in the right place on the couch, check comfort, offer a blanket

Invite your client to lay on your couch and check that they are comfortable. Ensure that they are in the right position so you can see and reach them.

Your client may welcome a shallow pillow to support to their head and neck. Bolster cushions are good to rest under their knees. Have clean blankets available as clients can feel the cold if they have been laying still for a while.

4. Apply your protective face mask

Apply your face mask before you start treating your client. It offers some degree of protection from the vapours released from your adhesive. It also provides a hygienic barrier between you, given how close you will be working over your clients face.

5. Cleanse your hands

Cleanse your hands thoroughly with soap and water and dry with a fresh towel, paper towel or hand dryer. If you are a mobile technician, you should use your hand sanitiser unless your hands are too soiled for it to be effective. Then, you must find a way to wash and dry them thoroughly.

6. Place towelling headband over clients forehead or use a bouffant cap

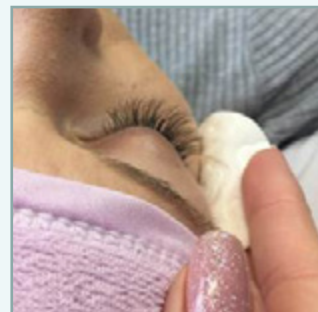
You will be resting the palms of your hands on your client's forehead. You should protect their skin and hair from your hands and treatment tools. You need their hair safely away from the treatment so it doesn't make contact with your extensions or adhesive if you are working from a tile to the side of their head. You could rest a headband over the forehead to help keep fringe hair in check and to protect the forehead. You should use one freshly laundered headband per client.

Alternatively, you could use disposable bouffant caps and invite your client to place it on their head and tuck all their hair inside. This is good for long hair that can trail off the couch and may be tugged if you lean on it. You can rest a head band over the top or tuck a strong tissue under the cap band to cover the rest of their forehead.

7. Cleanse eye area with lash cleaner, rinse well with water and dry with a tissue

With their face facing the ceiling, thoroughly cleanse their lashes. Pay particular attention to the lid line where it is more difficult to remove mascara.

- Prepare your lash cleanser or shampoo as described by the manufacturer's instructions. Some are ready to apply directly, like foam cleansers or some need to be diluted in water first
- Work the lash cleanser or shampoo into the lash line with a small disposable make up brush or disposable non linting (lip) wands and microbrushes
- Tilt their head slightly so the cleansed eye is closer to the couch. Dispense a little distilled water into the eye line from the inner corner. Catch the solution with a tissue or cotton pad held on the cheek. Thoroughly rinse the product away or its residue will interfere with the adhesives ability to bond to the natural lash
- Blot the excess water from their lashes with a strong tissue and dry with the air blower



Do not blot with cotton wool balls or pads as they can sometimes shed threads that can get caught up in the lashes.

8. Secure lower lashes with pads / tape. Ask them to close their eyes. Check comfort

See the Chapter 6, Part d about using pads and tapes.

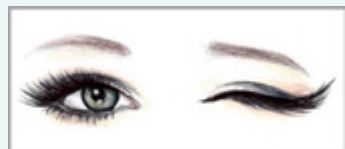
Once their eyes are closed, always ask them if they are comfortable. If they are placed correctly, you will save treatment time. Poorly placed ones can cause watery eyes, flickering and flinching and red eyes.

9. Switch lamp on away from client and move into position overhead

You should always use an overhead lamp, even if the natural light in your room is good. If you are straining your eyes, your eyesight can deteriorate quickly.

Do not switch overhead lamps on whilst your clients eyes are open. It can be far too bright and may make their eyes water. Switch it on when their eyes are closed and whilst it is away from them. Advise them that you're moving it into place overhead so they don't flinch from being taken by surprise. Flinching can dislodge the eye pads.

Do not use the magnification function if there is one on your lamp. It would need to be very close to your client for you to use it. This is far too bright for comfort and some lamps give off a lot of heat too. If you need magnification, there are some good spectacle varieties available.



It is wise to have regular eye checks to ensure that your eyes and your vision is well cared for. Check that you are able to perform this treatment as it is very close up and precise work. If needs be, show them what you do as it is not the same as other close up activities like reading.

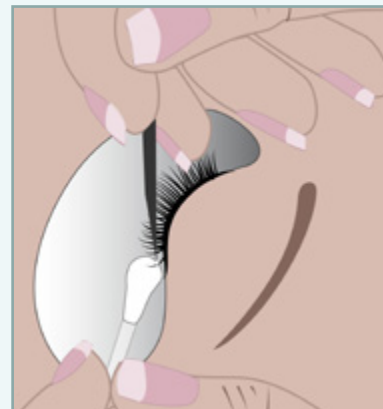
10. Examine their eyes for any signs of contra-indications

Inspect their eye area as a final check for any contra-indications.

11. Optional: Add Primer to microbrush, stroke lashes using a cotton bud to wedge

It is wise to use your primer on clients who have oily skin or hair so you can ensure that their lashes are ultra clean. Select a small amount of liquid Primer on the tip of the microbrush. Blot it on a clean tissue so that any excess doesn't seep into your client's eye. If it is a small amount, it will sting for a few seconds and may make their eye water. If the discomfort continues, flush their eye with saline solution or warm water for a couple of minutes.

To use the product, stroke the microbrush along the top of the natural lashes, starting at the lid line at one end e.g. the outer corner and work your way to the inner corner. Support it with a cotton bud wedged under the lashes to grip them as illustrated. You can use a wooden spatula instead of a cotton bud if you wish. Concentrate your efforts close to the lash line where the adhesive will be used.



12. Comb lashes with a disposable mascara wand

Gently comb the eyelashes using a disposable mascara wand. This will help to separate the eyelashes in readiness for treatment.



Do not comb the lashes as you treat. The adhesive on recently treated lashes may be tacky and you can push other lashes into it. If they get caught in the bond, they will need to be tweezed apart.

13. Map the lengths and curls on the eye pads or tapes using a felt pen

You need to 'map' your lengths and curls as illustrated in Chapter 7.

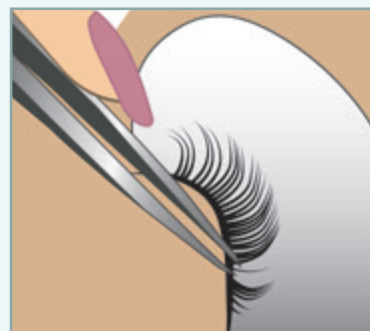
14. Shake adhesive well, discard first drop, place rounded drop on glue holder

See Chapter 6, Part b for more information about using the adhesive.

Application

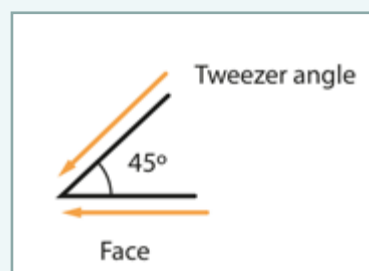
15. Use isolation tweezers in non-dominant hand to isolate suitable adult lash

Using your sterilised isolating tweezers, close the points and enter the lashes close to the lid line at a **45 degree angle**. As you enter, open the tweezers to isolate **one** suitable eyelash between your tweezers points. Place the tweezer tips gently on the pads or tape. **Do not press the tips down too hard as this will push them down and dislodge them or open the eye.** It will then be exposed to the vapours from the adhesive and this can cause the eyes to water. You may notice that the whites of the eyes are red and may feel dry and sore after treatment.

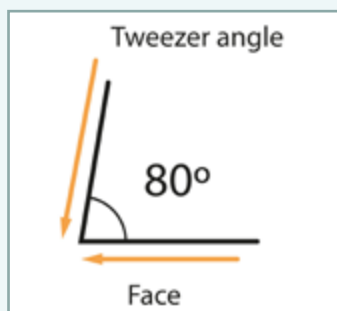


45 degree angle

The angle of your isolation tweezers should be at a 45 degree angle to the clients face when seen from the side as illustrated here. This angle is the safest way to work.



The tweezer tips should never be pointing straight down at an 80 degree angle or more as illustrated. If you were to slip or your client suddenly moves or sneezes (it happens), then the tweezers are likely to enter the eye and cause serious harm.



Isolation tips

- Close the tips of your 'pick up' tweezers and use them to enter the lash line to move the natural lashes to one side. Then use your isolating tweezer. They'll be fewer lashes in the way.
- Use the taping up technique described in Chapter 6, Part d. Use the edge of an eye pad or de-tacked micropore tape to lift a layer of lashes at their tips. Draw them back on themselves and tape to the eyelid. Once done, do make sure that their eye is still closed.
- Once you have a few extensions in place, isolating tends to be easier as the extensions are easier to move away and control than untreated natural lashes.
- When the isolated lash looks a little thicker than the others you have been isolating, consider if there may actually be two natural lashes with one hiding behind the other. Take the tip of the lash in your tweezers and move it to the side. You are likely to see another underneath.

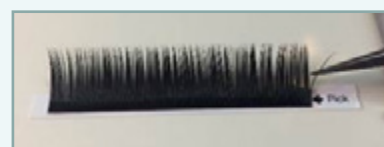
16. Use 'pick up' tweezers in dominant hand to pick extension, in correct position in tweezers

You may do point 16 before 15 if you prefer to pick the extension up before isolating. You need to be quite skilled to do this and always ensure you only have one lash isolated.

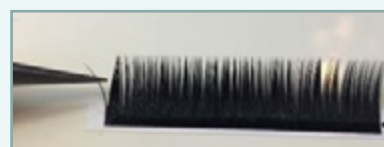
The pickup/placement tweezers are usually used in your dominant hand. They are used to select the extension required for the natural lash you have isolated.

Picking up

You can pick your extensions from either the left or the right side of the lash strip. It's usual to pick from the right hand side if you're right handed and from the left hand side if you're left handed, but it's up to you!



Approach the lash strip from the side of it. Open your tweezers and grip an extension securely, about a third of the way down from its tapered tip. Gently peel the extension away to the side that you approached it from. If you pull it towards you, it will not peel so easily and you can lose the grip you had on it. If that happens, place the base back down on an exposed sticky strip and lift it again.



- If you hold the extension too close to the tip, you will have far less control when you try to place it
- If you hold the extension too close to the base, you risk getting your tweezers covered in the adhesive when dipping it. It will also be more difficult to angle it to the position you need to place it on the host lash

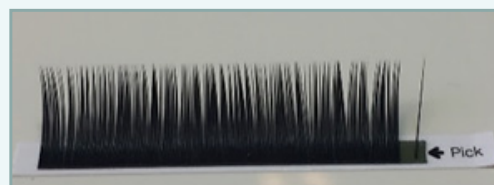


Try this technique if you find it hard to pick up just one extension from the strip at a time. Close your tweezers and place

the tips about 2mm's from the end of the line of extensions. Place them at a point where the lashes are still stuck to the strip, close to the top of the sticky mount where the blue arrow is. Roll or drag the tips over the extensions and the one on the end will move away from the others so you can pick it up easily. Don't try to roll them over the bases at the bottom as they will not move as more of the extension is stuck to the sticky strip above it.

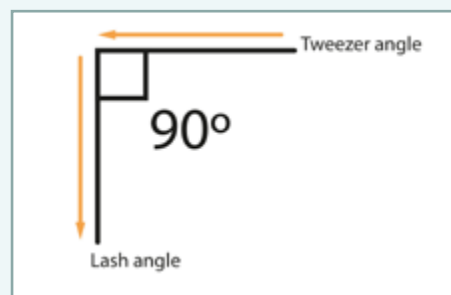
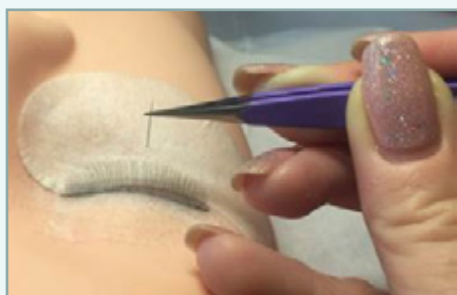


If you have isolated your host lash and you are finding it tricky to select the extension from the lash strip, have the extension ready before you isolate. Place it ready to be picked off the lash strip as illustrated. You will soon learn to simply 'grab, dip and place'!



The 'right' angle

When you pick up the extension, lift it so it is at the correct angle for you to place it on the isolated lash. The extension in this illustration is being held at a 90 degree 'right' angle in the tip of the tweezers.



This is the best angle to be able to place it in most positions along the lash line, **other than the inner and outer corners.**

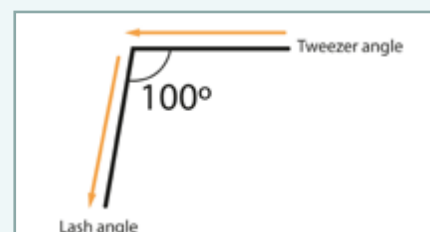
For inner and outer corners, it is best to have the eyelash extension positioned at a more acute angle (around 80 degrees) or a bit wider (around 100 degrees), depending on which eye and whether you are left or right handed. This will help you to place them without overstretching or overreaching with your hands.

Right handed pick up for inner and outer corners

This illustration shows the lash positioned at a wider angle of around 100 degrees in tweezers held by a right handed technician.

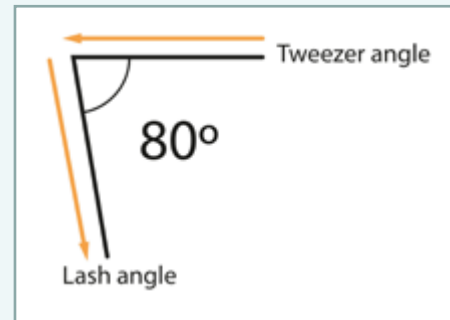
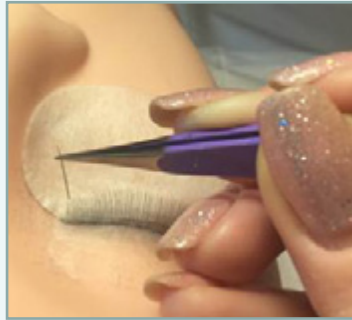
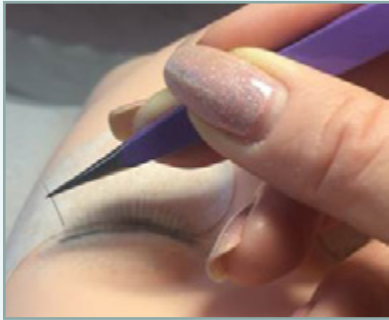
This position would help to place the extensions on the

- inner corner of the left eye
- outer corner of the right eye



The 80 degree angle is more acute and would reach the

- outer corner of the left eye
- inner corner of the right eye

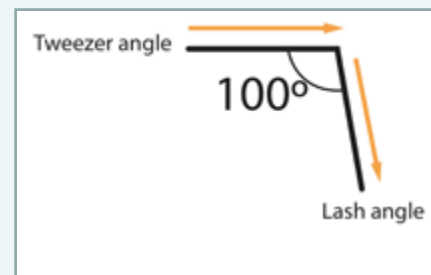


Left handed pick up for inner and outer corners

This illustration shows the lash positioned at a wider angle of around 100 degrees in tweezers held by a left handed technician.

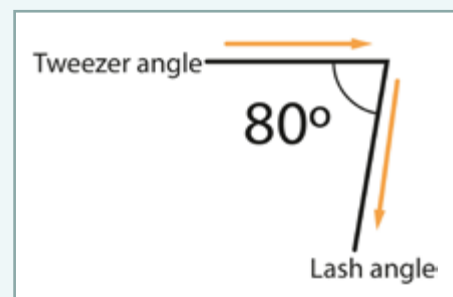
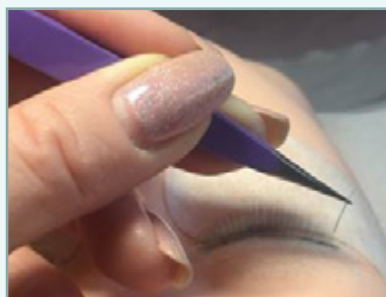
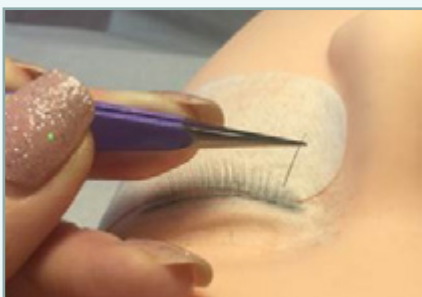
This position would help place the extension on the

- outer corner of the left eye
- the inner corner of the right eye



The 80 degree angle is more acute and would reach the

- inner corner of the left eye
- outer corner of the right



Landing the extensions

When you place the extension on the natural lash, you will need to adjust the position and angle of your approach to suit the curl of the extension and that of the natural lash. This is so you fully 'land' and connect its base to the host lash.

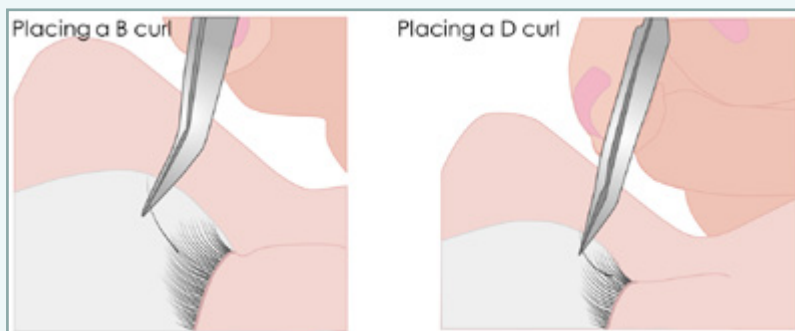


If you are trying to attach an extension to a natural lash that points downwards, it is best to bond it to the side and at the position you want it to be for uniformity, rather than placing it on top or underneath. If you bond it on top or under the natural lash, you will simply make it appear droopier.

If your clients natural lashes are curlier than the extension you are using, then do not try to attach it on top. The tip of their natural lash will get in the way as you try to place it and you are less likely to get a good connection between the base of the extension and the host lash. Instead, bond it to the side as this will offer more of a contact point between them for a stronger bond or you can attach it under the natural lash too. If there is more of a bonded contact point, the extension is likely to stay in place longer.

When it comes to placing the different extension curls, your approach angle would be more acute or actually over the lashes for a curlier curl as illustrated. It would need to be otherwise the base will not make full contact with the natural lash

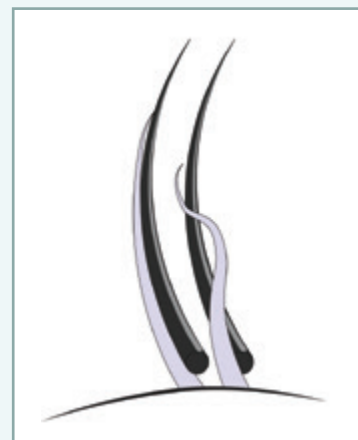
So, you would hold a D curl a little higher and immediately over the lash line as illustrated. In comparison, a B curl is easier to place as it is straighter.



Unruly lashes

Unruly or frazzled lashes are difficult to treat and can challenge your confidence when you first start out! You will often find that your treatment does not last long as there is less of a contact point to bond the extension to the natural lash.

It is best to place your extension in a position where it has the most contact with the natural lash. You may need to place it on top, to the side or underneath the natural lash to get the most contact, as well as the direction you want. This illustration shows an unruly natural lash compared to a neat one. You can see that the bond is likely to be stronger on the neat lash.



17. Slowly dip the extensions base in the adhesive and out by 3mm to acquire a small amount

All you need to know about how your adhesive works and how to use it is in Chapter 6, Part b.

18. Place on the host lash 0.5 - 1mm from eye lid, in required position and direction

Place the extension on the host lash no closer than 0.5mm away from the lid line but no further than 1mm. The natural lash will have more control of its extension if it is closer to the lid line. If it is less than 0.5mm, you risk bonding it to the eyelid and this should not happen under any circumstances. Each lash is growing independently and that would be restricted.

If it is bonded on a Catagen lash that is more than 1mm away from the lid line, it will move further away as it transitions to the Telogen phase.

Your extensions should sweep out into a fan shape. Think of the clock face from Chapter 7. The right eyes arc sweeps from 11am at the inner corner to 2pm on the outer corner. Whereas the left eyes arc sweeps from 1pm on the inner corner to 10am at the outer corner.

19. Keep other lashes isolated whilst adhesive cures

The non-dominant hand should secure the other natural lashes away from the treated lash with the isolating tweezers until its adhesive cures. They may be 2-5 seconds. This can be longer if you have picked up too much adhesive in low humidity or you are using a slow curing sensitive one.

20. As a guide, work eye to eye, position to position for evenness

It is good practice to work from eye to eye to ensure an evenly balanced result. This will help you to mirror the number and position of the extensions on each eye. Some technicians 'lash' one eye at a time. There are no rights and wrongs but there are more downsides to treating one eye at a time as described in Chapter 7.

After

21. When done, eyes stay closed for 10 mins to cure. Use air blower to speed up

After the last extension is applied, your client should keep their eyes closed for 10 minutes so the adhesive cures on recently placed extensions. You can reduce this time by using the air blower. Warn your client to expect it or they may wince and the pads/tapes may move into their eyes. You should apply the air down the lashes from behind their brow line as shown in illustration **A**. Never apply it directly on top of their eye as shown in illustration **B** as this will cause them to flinch. You will also be blowing the adhesive vapours towards their eye rather than away from it and this can cause their eyes to water. Watering eyes can cause 'shock curing' as described in the Chapter 6 Part b.

If you choose not to use an air blower, you can use the time to tidy your work station. You can clean your adhesive holder and start updating their Service Record with the treatment details.

The next 3 checking steps can take a little time and it all counts.

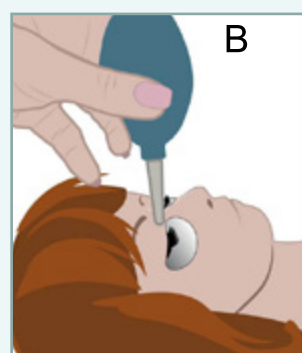
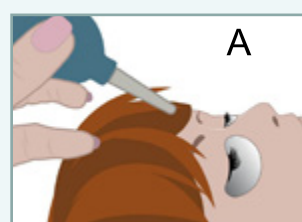
22. Check lashes are free from tapes or pads

You need to check that the extensions are not attached to the pads or tapes. If you try to remove them whilst some lashes are bonded to them, you are likely to rip them out and cause discomfort. If any are stuck, this is more likely to be near the base of the extension near the lid line. You can check in a number of ways:

- Place your index finger on their upper lid and draw it up a little. You can lean over and look or use a dental mirror to see, or
- Place a mascara wand under their lashes as though applying mascara and gently lift

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. These are the ones you use in your dominant hand. Then lift it gently. They will often lift easily but if it is stubborn, use your fingers from your other hand to hold the pad or tapes in place. Take care not to tug too hard or you may cause your client some discomfort. You may find bits of the pads or tapes caught in the adhesive around the extension. If that happens, remove the extension as it is contaminated. Removal is covered in Chapter 11.

It is best to prevent this from happening. If the natural lashes appear to be close to the pads or tapes when you start your treatment, raise them slightly as described in Chapter 6, Part d.



23. Check lower lash line lashes are free. Separate any stuck together

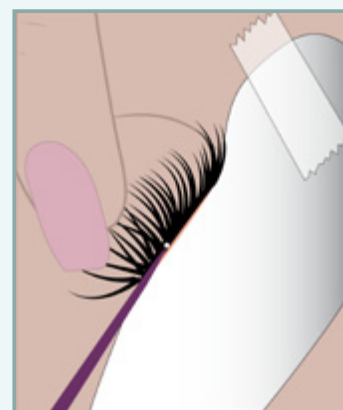
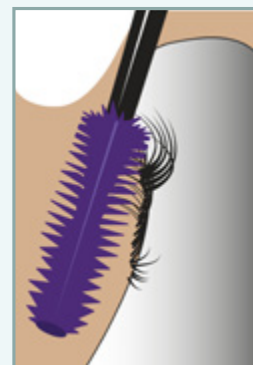
Check to see if any lashes from the lower lash line have become bonded to any of the extensions. You can do this in a number of ways.

- Place your index finger on their upper lid and draw it up a little. You can lean over and look or use a dental mirror to see, or
- Place a mascara wand under their lashes as though applying mascara and gently lift

You'll be able to see if there's any extensions bonded to the lower lash line. If there are, don't panic! It happens, even to the most experienced technicians. When it happens, you can do a number of things. The first ones are the simplest and safest so try them first, especially when you're inexperienced:

- See if your client can open their eyes gently as this can sometimes help to part them, or
- Gently slide the tip of a microbrush behind the two lashes that are caught and draw it up towards you as illustrated. This may encourage them to break free, or
- Try using your tweezers instead of the microbrush. Ensure that their tips are closed and pointing away from the eye, or
- Take each lash in your tweezers, close to the point where they are bonded and gently pull them apart. Ensure that your client does not feel them being tugged as this will be very uncomfortable. It is best to separate the lashes when your clients eyes closed as many may feel anxious if you do this when their eyes are open. They may need to open their eye slightly so you can see where the lashes are caught so you can take them in your tweezers.

Prevention is far better! Ensure that your pads or tapes are placed well at the start. Check them if your client has been coughing or laughing as they can move. Avoid talking as this can dislodge them too.



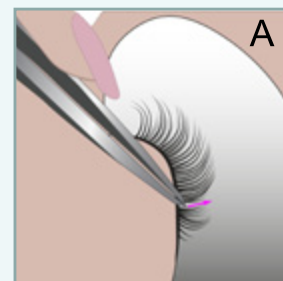
24. Check each extension is correctly bonded and not attached to other lashes. Remove any that are not bonded well and separate any stuck together

Check each extension to ensure that they are applied correctly. This means that it is attached to the host lash at its base and it is not bonded to neighbouring lashes or extensions.

Start with the **rows**. Work at one end (zone 1) and use the points of both tweezers to glide between each lash from the lid line to its tip as shown in illustration **A**. If it glides through freely, move on to its neighbour and keep working through until you reach the inner corner.

Then work through the **layers**. Remember, there are around 3 layers of lashes. Close your pick up/placement tweezers in your dominant hand and enter the lashes from the side as shown in illustration **B**. Glide your tweezers from the lash line to the lash tips. Take care with this as you need to get close to the lash line.

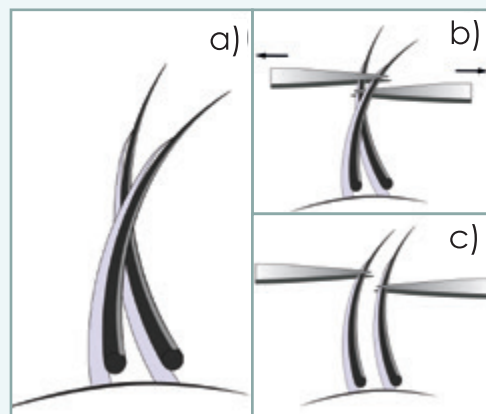
If you find any extensions stuck together or to a natural lash as shown in illustration a), you need to separate them gently. Use both tweezers and take each lash in the tweezer tips at a point close to where they are bonded as shown in illustration b). Hold them firmly and apply enough pressure to gently prize them apart in a controlled way so you do not cause any discomfort. Pull each lash in the direction that they would prefer to go so they will easily break free as shown in illustration c).



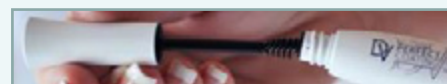
So if one is on top of the other, you would lift the one that is on top towards you so they will part more easily.

If you have applied them correctly, this should be a minor task. If you find that you have more than a few stuck together, adjust your technique as follows:

- Keep the treated lash isolated longer
- Don't apply extensions near recently treated lashes. You'll push lashes towards the tacky adhesive and they will get caught
- 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



25. Comb with a mascara wand. Use sealant if you wish



If you wish to use a sealant, apply a very thin coat to the extensions whilst their eyes are closed. Do not use the integral wand that may form part of the product. You risk cross contamination and/or cross infection and you will breach the necessary hygiene standards.

Use a fresh mascara wand and dip it into the bottle.. Scrape the excess back into the bottle and that should be enough product to coat the extensions on both eyes as it should be used sparingly. Apply down the lashes from the base to the tips. Allow 30-60 seconds for it to dry otherwise it can sting a little if they open their eyes too soon. Do not re-dip the wand in the product.

26. Gently remove pads / tapes whilst eyes closed, holding skin taut without pulling

Ensure that your client keeps their eyes closed as you gently remove the eye pads or tapes as their eyes may start to water.

Eye pads tend to be easier to remove and it is best to lift them away from their eye.

Micropore tape can be a little more uncomfortable. Often, the longer it remains in contact with skin, the stickier the adhesive becomes. Remove one strip at a time as there will be lower lashes caught between the layers. Start with the uppermost layer first and keep the skin taut as you gently peel the tape away.

27. Turn overhead light off. Shield client's eyes and ask them to open

Turn off your overhead light and move it away so your client will be able to sit up. Shield their eyes by cupping your hands over them until they can fully open them and acclimatize to the light. Their eyes have been closed for some time and they can start to water if they are dazzled by the light.

28. Check lower lashes are free, especially outer corners. If caught, tweeze apart

Now that their eyes are open, double check that none of their lower lashes are bonded to those along the upper lash line, especially at the outer corners. If there are, use the techniques in point 23.

29. Client may sit up. Invite them to adjust to being upright before dismounting

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 a lengthy period of time so they risk being unsteady on their feet. If you are using a portable couch, hold it in place as your client dismounts to ensure that it doesn't tip over.

30. Offer a mirror to check treatment

Offer your client a mirror and ask if they are happy with their treatment, notably the length, curl, thickness and volume. Write their response on their Service Record so you know for next time.

Now is a good time to take a picture for your records or for advertising purposes. Check if your client agrees. It is good to ask this question during your consultation and add it to your Suitability and Consent form as shown in the example in Chapter 6, Part a.



31. Explain the treatment aftercare procedure. Offer an aftercare leaflet to new clients. Remind regulars

This is covered in detail in Chapter 10.

32. Offer the mascara wand to comb their lashes

As you can't reuse the wand, give it to your client so they can comb their lashes. Tell them to keep it clean. You can put it in a small plastic bag like a food bag or cut drinking straws into 4cm pieces and place the head into the straw to protect it.

33. Take payment

You would have advised them at your consultation about how much your treatment will cost and the methods of payment that you accept.

34. Book infills. Write it on a card if they don't enter it in a diary

Invite your client to book their infill appointment. This is usually every 2 - 3 weeks, depending on your client's desired look, lash cycle and lifestyle. Recommend that the frequency is in line with their needs. If they leave a wide gap between appointments, you may need to charge a higher rate as there will be more work to do.

If you arrange their next appointment now, you will encourage timely bookings and save future enquiries that demand your time. Offer an 'Appointment Card' with their appointment time and date as a reminder. You may choose to use a self-service appointment system or one that sends reminder messages to reduce lateness and missed appointments.

35. 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.

36. Clean and sterilize your tweezers

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

37. Dispose of used microbrushes / couch roll. Launder headbands / couch covers / blankets

There are regulations guiding the safe disposal of soiled materials. Check with your Local Authority who can advise you. Items like headbands and couch bedding 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.

38. 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).



10. Aftercare advice and sample leaflet

You must provide after care advice to your clients and encourage them to follow it. This is one of the three factors that can determine how long your treatment will last as described in Chapter 4. Your client will look to you for answers if your treatment does not last long. They may complain about your service to others and it can harm the reputation of your business.

You should explain how they should care for their extensions so they get the best results. Tell them why they need to do or not do specific things as it often helps them to 'get the message'. It is good to check that they understand what you have told them and invite questions.

It is important to tell your clients that their natural lashes regularly shed and that this is normal. Not many people know that shedding is normal. They may think that their lash loss is due to the treatment causing harm. Offering little or no information will lead to misinformation and this will harm your business and our industry.

Tell them that they are more likely to notice the shedding as their lashes will be longer and thicker than what nature gave them. Explain that our lashes are on a 3 month cycle or thereabouts so they start young, then they mature and then they shed. This makes way for new growth and so the cycle continues. This is why they will need regular infills where lashes that become old enough to carry an extension are treated to maintain their look.

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)

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

No contact with water for 24 hours. This includes rain, sweat, steam and tears

The adhesive needs time to cure and this is usually a few hours. However, too much contact with moisture can cause shock curing that can make the bond weak and brittle so it will not last. This is why we generally recommend the '24 hour keep dry' rule. Advise your client during their consultation so they know what to expect. They can then plan their activities around their treatments such as gym classes or hair washing before they see you. Do tell them to dry their hair first as some don't!

At the time of writing, a few industry influencers are suggesting that the extensions should be washed immediately after treatment to cure the adhesive that helps to prevent reactions. It is an early thought that needs further consideration by the industry as a whole and an example of advice that challenges past 'rules'.

Do not use a sunbed or have a spray tan for 24 hours

The adhesive requires an optimum temperature and humidity to work well. Even though eye protection should be worn when using a sunbed, they emit a considerable amount of heat that should be avoided as the adhesive is still curing. Spray tanning involves 'showering' the body in a fine mist of fluid that would 'wet' the extensions. Clients who want a spray tan at the same time as lash extensions should have the extensions done first and their tan the following day. If they are sprayed just before their extensions are done, you will lift some of it away from their face when you protect their lower lashes with your pads or tapes.

Do not use a sauna, steam room, hot tub or swim for 48 hours

It gives the adhesive that little more time to fully cure. Advise your client of this during your consultation so they can plan their appointments accordingly.

Do not allow contact with any oily products

Oily products like moisturising creams, sun cream and makeup can break down the adhesive so the bond will not last as long. Advise your client to apply their products precisely and avoid contact with their lashes at all times.

They should also remove any other eye makeup with an oil free makeup remover. Your clients may show you their products and ask if they are safe to use. They should not use anything unless it specifically states that it is 'oil free'.

Do not allow contact hair shampoos and conditioners

Hair is usually cleansed using products that are specially formulated for head hair rather than our natural lashes and extensions. Ensure that those products are rinsed in a way that they do not make contact with the lashes. Some products are known to coat the hair to seal the cuticle that may be difficult to remove. Otherwise, traces of it may be present that have not been thoroughly washed away. This would provide a barrier between the lash adhesive and the natural lash. The bond is said to be stronger if the cuticle is raised as it absorbs the product to enhance its 'grip'. Lashes and extensions should only be cleansed using a specially formulated lash shampoo or cleanser.

No more tears!

Tear fluid is made up of a range of components including water, oil and mucus. Often, clients will 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 to remove make up around their eyes as they can catch on the bases of the extensions. Threads from the wipes can detach and get caught in the extensions. Also, some contain oil based products that should not come into contact with the extensions.

Advise against using cotton wool balls or pads near their extensions as their threads can snag and get caught up in them. This 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 your client that they **should not coat their extensions with ANY mascara**. This includes adding it to any gaps between their extensions where there are untreated natural lashes. This would happen as the extensions have shed with the host lash and new growth is present. They would be due or overdue an infill if they feel the need to wear it.

Mascara looks truly awful on lash extensions. It does not respect the tapered tip and the extension appears to be the same thickness from base to tip.

Mascara adds weight to the extensions that could overload the lash line. It is very difficult to remove all traces of it without harming the extensions. They can be dislodged and lost. Oil free make up remover struggles to remove waterproof and water soluble mascara, especially as the lash line can't be rubbed. Furthermore, the extension is placed very close to the lid line and that small gap between them needs to be kept clean. It can become a rich breeding ground for bacteria and can lead to infections like Blepharitis. You are likely to be blamed for it.

Your clients can add mascara to untreated lashes along the lower lid line. It needs to be a good quality product that isn't flaky as this can rub off and transfer to the upper lash line through

blinking. A waterproof one may work better. They need to take care when removing their lower lash line mascara. Using a liquid oil free makeup remover on a cotton tip works really well.

Do not use ANY eyeliner over the upper eyelid

Advise your client not to wear eyeliner along the upper lid line, even if it is applied directly to the skin. Some of these products contain oily ingredients that can break down the adhesive. As it is worn, it can blend with the oils secreted from the skin along their eyelid that can then 'bleed' or seep into the lash line.

It is also hard to remove. A cotton bud moistened with an oil free makeup remover is the best way to remove the eyeliner with the skin of the eyelid held taut to stop it dragging through the bases of the extensions. Some of the threads from the cotton tip can snag against them and get caught up and they'll need to be tweezed out. Clients need to have a daily cleansing routine for their eye area that is meticulously followed.

Your clients can apply eyeliner along the lower lid line. However, if it is worn on the water line, it can be transferred to the upper lids waterline by blinking. It can then bleed into the lash line. It can also be missed when clients shampoo their lashes given its position 'under the lashes' on that waterline.

No false lashes

False lashes should not be worn with extensions. They are placed far too close to the lash line. Its adhesive often gets caught in the extensions and the hair line. Some false lash glues are latex based formulas. Either way, it is incredibly difficult to remove as it is sticky and behaves like elastic string that needs to be carefully tweezed away.

No lash curling, lifting, perming or tinting the extensions

Advise your client that if they do these things, they risk damaging their extensions. Lash curlers can permanently crimp (bend) the extensions as they are plastic. They will not relax or return to their former shape.

Perming, lash lifts and lash tints are not recommended whilst extensions are worn. You cannot guarantee how the products will interact and it'll be problematic to thoroughly clean those products from the lashes.

A client who has regular infills to maintain their look will not require lash tints. Even the lightest coloured eyelashes are hidden well with dark coloured extensions.

Clients can have their lashes tinted before their first lash extension 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

Advise your client that they are likely to dislodge their extensions if they rub them. Pulling is likely to rip the natural eyelash out before it is due to shed. This will cause gaps along their lash line and it will need time to recover that is dictated by their lash growth cycle. If a Catagen lash is pulled prematurely, the hair follicle needs time to transition back to its Anagen phase and this is not immediate.

Do not allow harsh heat near the eyelash extensions

PBT plastic lash extensions can frazzle or melt under harsh heat sources. They can also fuse to

other extensions or head hair. Clients should take care when using styling tools like hair straighteners or curling irons as they should not touch the extensions. Many heat to around 200 degrees centigrade and this is in line with oven temperatures for cooking. The intense heat remains momentarily in just treated hair and that should not come into contact with the extensions as they may melt and fuse to the hair. This damages the hair as well as the extensions and they would need to be carefully cut apart. Trimming the extensions is fiddly, dangerous and leaves their tips looking obviously blunt.

You should also remind clients about the intense heat generated by fire pits and barbeques (B-B-Q's). It's not just the flames that can be destructive but the intense heat will harm them too. The back draft from opening an oven door should also be avoided.

Extensions made of animal fur will singe when exposed to extreme heat just as our own hair would.

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

Remind your client that their extensions are longer than their natural lashes so they need to be mindful when wearing tight fitting clothes around their neck. They need to guide the garment as they put it on and take it off to avoid catching their extensions.

Towels can be used to gently pat the extensions whilst their eyes are closed to remove excess water. It should not be used to rub the extensions as some will become dislodged.

Here's the 'must do' bit

Remove all makeup and cleanse lashes daily

The lid line and lashes should be thoroughly cleansed every day. It is advisable to use a specially formulated lash cleanser and follow the manufacturer's instructions on use.

Wearing and removing face make up

Advise your client to apply their makeup carefully so it doesn't make contact with 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. That way, it hides traces of foundation or eye shadow that has made contact with them! If they are wearing mascara and eye liner along their lower lid line, they can remove it gently with a cotton bud soaked in a liquid oil free makeup remover.

Pat their eyelashes dry after cleansing

Warn clients that their extensions will group together when they are wet, just as head hair and natural lashes do. Their extensions will 'fan' out again as they dry and this is normal.

To dry their extensions, they can:

- close their eyes and use a fresh towel to gently pat their lashes
- use a hairdryer on a cool setting
- use the side of a clean finger and swipe it under the lashes from base to tip (as though applying mascara) and the water transfers to the finger

Products

You may be asked about products that clients can use to care for their extensions or those that are safe to use with them. You may choose to stock and sell such products individually or as a care pack and this can create extra revenue from product sales. Items could include:

- Lash cleanser in bottles or smaller sample sachets
- Soft brushes or lint free wands
- Mascara wands
- Waterproof protective coating sealant
- Oil free makeup remover
- Sleep masks
- Mascara (for untreated lower lashes)

Example of an aftercare leaflet

You should provide an aftercare leaflet for your client to take away with them for reference. It may look like this:

You should have a ready supply of aftercare leaflets. It is worth having a supply of business cards that you can offer to your clients to pass on to their friends and family to promote your business. As you start out and build your client base, you could offer loyalty incentives. This could be a discount on a set of infills if that client recommends two friends that you then treat. See what is offered in your area as this will help to inform your pricing and loyalty strategy.



The image shows a black and white photograph of a woman's face with long, dark eyelash extensions. In the top right corner of the photo, the text "Elite eyelash extensions" is written in a stylized font. Below the photo is a white rectangular area containing text organized into sections with decorative colored bars on the left side. The sections are: "Don't" (purple bar), "Never" (pink bar), "Always" (teal bar), and "Facts" (grey bar). Each section contains a list of bullet points. At the bottom of the white area, there is a dark blue bar with white text.

Elite eyelash extensions

Don't

- Get them wet within 24 hours. This includes rain, sweat, steam & tears
- Use a sunbed or have a spray tan within 24 hours
- Use a sauna, steam room, hot tub or swim within 48 hours

Never

- Use oily products like creams and makeup on or near them
- Wear mascara on them
- Use eyeliner on your upper eyelid
- Use eyelash curlers, lift/perm or tint them
- Pull or rub on them
- Get close to intense heat like a BBQ
- Let just heat treated hair touch them
- Sleep face into your pillow
- Catch them on your clothes or towels

Always

- Wash them daily with a lash cleanser and rinse well with water
- Gently pat them dry with a clean towel
- Gently comb them with a clean lash brush
- Cleanse them after a tearful spell
- Arrive for appointments on time, with clean lashes
- Have them maintained every 2-3 weeks
- Look after them as you may be charged for extra work
- Have them professionally removed only

Facts

- Extensions can be worn indefinitely when professionally applied
- Professional lash stylists assess what's best for you for healthy lashes
- It's natural to shed around 3 lashes from each eye daily so it takes the extensions with it
- How long they last depends on your growth cycle, lifestyle and how you care for them

Quality products from www.eliteeyelashextensions.co.uk



11. 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 regular?

We shed around 3 eyelashes every day from each of our upper eyelids. It is feasible to shed:

- over 20 lashes in 1 week
- over 40 lashes in 2 weeks
- over 60 lashes in 3 weeks

If a full set consists of around 100 lash extensions being applied on average, then infills are recommended within 2-3 weeks of their last treatment. **The actual frequency will depend on your client's lash cycle, lifestyle and the look they want.** If you have created a dense or glamorous look, they will need to be infilled more often to keep them looking full. This would be around the two week point. If a client waits any longer, they will be tempted to add mascara to the gaps and on their existing extensions and this is not allowed.

What qualifies as an infill?

As a general rule, clients should have around 50-60% of their original treatment left in order to qualify for an infill at an infill price.

Infill prices in the UK have been around 50% of the full treatment price but it is a matter for you. You may decide to charge for the time it takes and more technicians are doing this, with good reason. Clients may come to you with 55% of their extensions remaining. After you have checked each extension and removed the ones that have grown away from the lash line or are no longer attached properly, there may only be around 40% of the original treatment left. You now have more work to make it a full set again. When you are inexperienced, this will take time. It is advisable to make your clients aware that you will charge higher rates to account for your time and products in cases like these.

Some technicians offer 'mini infills' or some clients may ask for them. Essentially, it's a top up between top ups. If you decide to offer these, you need to consider your pricing strategy. There is a danger that your clients will expect to pay just half the infill rate as 'it is only a week' rather than their usual two weekly cycle.

Do think about it. In this example, whilst you can expect to spend less time on an infill after a week rather than two, you'll be using more time and products overall by servicing more regular appointments. You would have prepared them for the same treatment twice and used double the number of some products. This includes:

- cleaning their lashes
- checking each extension
- removing ones that have grown away or become dislodged and
- using more products like eye pads

Mini infills could be a little more costly to you in time and products by around 40 %. It does add up so it's wise to be prudent from the outset.

How to do an infill

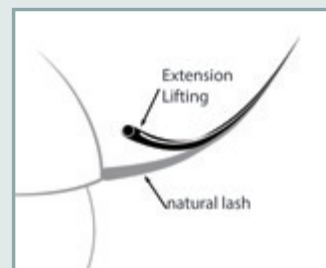
You follow the application process described in Chapter 8. There are some additional things to consider as there will be some extensions in place already.

Check that each extension is

1. clean
2. free from damage
3. properly attached to its host lash, and
4. no more than 1.5mm away from the lid line

Otherwise, they need to be removed. Removal is covered in the next chapter.

1. Follow the cleaning guide as described in Chapter 8, Point 7. It is safe to clean the lashes with the extensions attached.
2. Check that each extension is not damaged and remove any that are. You may find some that have been frazzled by heat or crimped from curling, despite your best efforts to advise your clients on their aftercare!
3. Check that each extension is properly attached to its host lash at its base. Start at one end of the lash line and place the tips of both tweezers between the lashes, about a third of the way away from the lash line. Then gently nudge each extension to the side. This is usually enough to see if the base of the extension is attached. If it's not, remove it as described in the next chapter. Continue to check, and work until you reach the other end. Also check that they are not bonded to neighbouring lashes or extensions
4. Check that they are no more than 1.5mm away from the lid line. You now know that your extensions should be no closer than 0.5mm and no further than 1mm away. The natural lash will have more control of its extension if it's close to the lid line. If you place your extensions on Catagen lashes, they will move further away as they transition into their resting Telogen phase. As you start out, we will make a small exception to the 1mm rule until you pick up speed. At an infill, if the extension is still bonded well to its host and it's not more than 1.5mm away from the eyelid, then leave it as this will save time. Once you build up your speed, start to follow the 1mm rule.

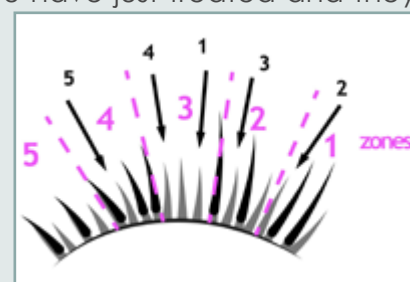


Counting up

When you are starting out, it's a good idea to count the number of extensions in place as you check them on each eye. Once you're experienced, you'll soon assess them without the need to do this.

If one eye has 15 more extensions than the other, you can work to balance the numbers. They will often be some noticeable gaps where you will need to do more work. You don't want to work in that area in one go as you risk moving lashes into ones you have just treated and they will stick together. You can use the application model described in Chapter 7.

For example, you need more extensions in zone 3 of 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 illustrated. Go back to zone 3 again and repeat. It soon evens out!



Other 'good to knows'

We do not have the same number of natural lashes on each eye. As they all grow independently, you will not have the same number in each of the 3 phases of growth on each eye. Therefore:

- If you treat all of the available adult lashes without counting up, you could have more on one eye than the other. Whilst this can be okay in some cases, it will be noticeable if you have a lot more extensions on one eye than the other!
- The number of treatable lashes will vary from infill to infill. Your client may have more Catagen (young adult) lashes at today's infill so your treatment looks fuller than their last infill when more lashes were in their Anagen (infant) phase and therefore untreatable. They have now matured to become treatable.

Infilling other people's work

It's a choice for you but there are some downsides to infilling other technicians work.

- You may find that you can't as they are not applied well, e.g. attached to other lashes
- There may be far too much adhesive used (common problem)
- The length, thickness and curl is not the best choice for that client, e.g. far too long or thick and too heavy for the lash line
- The style does not suit them, e.g. the longest lengths are at the outer corner and it makes their wide set eyes look even wider apart
- Ultimately, you cannot account for the quality of their work and by adding to it, it becomes your work should it be called into question



12. Removal

There are a number of reasons to remove eyelash extensions, for example:

- a) You may have applied extensions as a patch test and your client has suffered a contra-action. You need to remove the extensions and all traces of the adhesive from their natural lashes
- b) At the start of an infill, you need to remove some extensions that
 - are damaged
 - are no longer fully bonded
 - have grown more than 1-1.5mm away from the lash line
- c) During treatment, you apply an extension and you are not happy with its position
- d) A client has had them applied elsewhere and the quality is poor
- e) A client has had them applied elsewhere and you choose not to infill other people's work so you can be solely held to account for the treatment

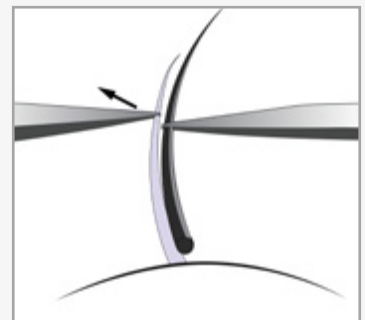
There are three really effective techniques that you can use to remove them safely. One technique does not include combing the extensions with a mascara wand to dislodge the loose ones as it really hurts!

These techniques 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 extension can 'peel' away from the host lash. This is a very fast and clean technique as no debonder is used. This works best for scenarios B and C.

- Use your isolation tweezers to grip the tip of the extension and raise it towards you from the lash line. Take care not to pull it
- You should be able to see the tip of the host lash that is usually shorter than the extension
- Take the exposed natural lash in the tips of the other tweezer and gently 'peel' the host lash from the extension



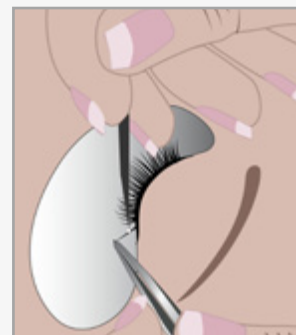
Never peel or pull the extension from the host lash. If you are not holding the host lash firmly, your client is likely to feel it pulling and it will cause discomfort.

If it does not peel away easily, then stop and use the next technique. If you continue to try to peel the natural lash away from the extension, you may damage it and make it look a little frazzled.

2. Limited and targeted use of debonder

This is a technique where you use the minimal amount of gel or cream debonder to remove an extension. You are trying not to touch neighbouring lashes as you will contaminate and compromise them. This works best for scenario A. It also works for B and C where the peeling technique did not work.

- Dispense a small amount of adhesive remover (debonding) on a cotton pad or on the adhesive holder (Jade stone or glue ring)
- Use your isolation tweezers to grip the extension and raise it from the lash line towards you so it's away from the others. Take care not to pull it
- Pick up a small amount of gel debonder on a microbrush
- Place the brush on the extension, close to the lash line, taking care not to touch the skin as illustrated
- Repeatedly stroke the brush up and down the extension where the adhesive is. Keep it in contact with the extension
- After a few seconds, the extension should lift away. If it doesn't, pick up a little more debonder and repeat the stroking process until it does
- Once the extension is removed, clean all traces of the debonder from the natural lash. Do this by wedging it firmly between two fresh cotton buds and draw them from root to tip. Then cleanse the area with a lash shampoo and rinse thoroughly
- Carefully discard your contaminated items

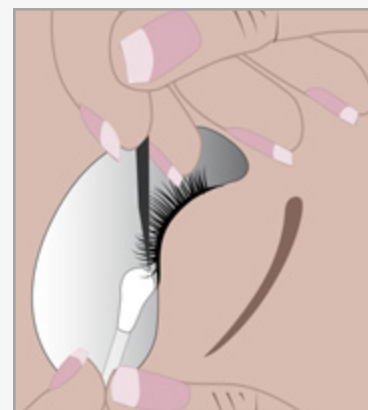


Those extensions, along with the microbrushes and cotton buds are contaminated with debonder so you need to take great care with them. You can place the extensions on a cotton pad as you remove them so you know where they are. Dispose of them and the tools in your bin immediately. Do not place them on directly on work surfaces as they can cause damage. Debonder can strip the colour from wood and the like.

3. General use of the debonder

This is a technique where you use the gel or cream debonder to remove many extensions or where contaminating neighbouring lashes is less of an issue. This works best for scenarios A, D and E.

- Dispense your adhesive remover on a cotton pad or on an adhesive holder
- Place a cotton bud or lint free applicator wand under the extensions, between them and the pads or tapes
- Pick up some remover on a microbrush or lint free applicator wand and place it on top of the extensions, close to the lid line
- Wedge the extensions between the implements as illustrated
- Keep them in contact with each other and repeatedly stroke the applicator along the extension
- Repeat until the extension lifts away. This should happen after a few seconds, otherwise pick up a little more debonder and repeat
- Continue until you have removed all of the extensions
- Clean all traces of the debonder from the natural lashes by wedging them firmly between two cotton buds and drawing from root to tip
- Remove the pads or tapes
- Thoroughly cleanse the eye area with a lash cleanser and dry them
- Your client can now open their eyes
- Carefully discard your contaminated items



Remove all traces of the debonder and the adhesive before you wash their lashes. If you don't, the water will shock cure the adhesive and it can turn white in colour. You will need to use more debonder to remove it. Once they are thoroughly cleansed, you can treat the lashes to extensions (so long as they are healthy) without a break.

The adhesive remover is a very strong product and needs to be used with care. **It is not advisable to apply the remover to all of the extensions along the length of the lash line at once if you are inexperienced.** At most, work on one half of an eye at a time. If your client experiences any discomfort, you will have to remove it quickly by wedging the lashes with fresh cotton buds. You need to make sure that it does not come into contact with their skin or eyes. The Material Safety Data Sheet will usually

advise that it is an irritant and if it makes contact with their skin, you should wipe it away and cleanse the skin with warm soapy water. If it enters their eye, flush the eye immediately with warm water for a few minutes.

If you are using a liquid debonder, follow all the steps but make sure your client is resting in an upright position. This will reduce the risk of it entering their eyes.

Lash rescue

You will be approached by clients who will need to have their extensions removed as their treatment has not been performed well. You will often see extensions bonded with too much adhesive to a number of other lashes and extensions. They may seem a bit daunting to rescue, but don't panic! It will take a bit more time and will require a little adjustment to the third removal technique as follows:

- Coat half of the lash line with a reasonable amount of debonder using a microbrush or lint free applicator wand
- Work the tip of the brush between the bonded lashes to spread the product. It will start to break the adhesive down
- After 30 seconds, use your tweezers to attempt to tweeze bonded lashes apart. If they don't part easily, work a little more debonder around them and try again
- Once separated, use the applicators to perform the wedging technique
- Work slowly so you don't pull any natural lashes from the lash line



These are pictures of extensions that have been removed with debonder. They were originally bonded to more lashes but the debonder helped to break the group down so they could be removed safely.

You'll see that:

- a number of extensions are bonded together
- a number of natural lashes are caught in the bond too
- natural lashes have been ripped prematurely from the lash line as their roots are attached
- far too much adhesive has been used

Wearing this treatment would have been extremely uncomfortable and at times, painful. When lashes are bonded together and try to grow independently, they pull against each other. It feels like the lash line is being pinched and it can be very itchy.

This practice is extremely harmful to clients lash lines and our industry:

- The hair follicle takes time to work through its growth cycle if the hair has been prematurely pulled
- Weight puts a strain on the follicle and can lead to a stress related form of alopecia because:
 - Many extensions bonded together creates a concentration of weight
 - Excessive amounts of adhesive creates unnecessary weight

This is not how this treatment is meant to look or how it should be experienced.



13.Troubleshooting

During treatment

Flickering eyelids

- Flickering eyelids can make treatment difficult unless you're skilled and experienced. If you can apply extensions confidently and accurately, then you can treat.
- Flickering may also cause the eyes to open a little, allowing the adhesive vapours to cause redness to the surface of the eye. Do not treat unless the flickering can be managed. Sometimes, placing an eye pad along the eyelid, close to the upper lash line can help.
- Flickering eyes can be caused by tiredness, illness or having consumed a lot of caffeine or alcohol. Advise clients to avoid lots of coffee and get a good nights sleep before their lash appointment!
- You may hear of technicians resting a coin that is held in place with a piece of micropore tape on the eyelid. This is not sanitary and is not recommended.

You may hear of a technique where a couple of natural lashes are deliberately bonded to the pads or tapes to help keep the eyes closed. This is not recommended. Some clients may feel their lashes pulling and it will not be comfortable. The pulling may also dislodge the pads. When the lashes are unpicked from the pad, they will be coated in adhesive that will need to be removed by debonder. You would have treated their other lashes so you would need to be targeted in its use.

Extensions sticking to others during treatment

- Tweeze apart as described in Chapter 8, Point 24.
- Prevent by
 - Isolating a treated lash longer so the adhesive cures. Releasing the isolated lashes too soon allows others to get drawn in to the adhesive.
 - Don't treat neighbouring lashes immediately. You'll push lashes onto tacky adhesive.
 - Don't comb the lashes during treatment for the same reason.
- Use the correct amount of adhesive.
- Use a faster curing adhesive.

Can't get the sweep right

- Extensions should span into a fan. When they are laying in front of you for treatment, think of a clock face as shown in Chapter 7.
 - The right eye arc sweep is 11am on the inner corner to 2pm on the outer.
 - The left eye is from 10am on the outer corner to 1pm on the inner corner.
- Natural lashes are not usually well behaved and can point in all directions! Think about where you bond the base of the extension to the host. If the host is pointing towards 12pm and you want your extension to face 1pm, you could attach the base off to the right side of the host lash and angle the tip to face 1pm and the ceiling.

Struggling to reach the outer corners

- Move your clients head to the side so their cheek bone faces the ceiling. You can then see and reach those outer corner lashes.
- You could also use a piece of micropore tape to lift the lid line a little as seen in Chapter 6, Part d.

Struggling with the inner corners

- Try tilting their head to the right to reach the inner area of the right eye.
- Try using your index finger to lift the inner lash line a little as this can also separate the lashes.
- Try using your index finger to lift and stretch it towards the outer corner to spread the lashes.
- Try using the lifting techniques with tape. See Chapter 6, Part d.

Client's extensions are coated in mascara

- Lashes need to be cleansed thoroughly before treatment to offer a strong bond. See Chapter 8, Point 7.
- Advise them not to use any mascara for 2 reasons:
 - It adds weight that can stress the hair follicles and
 - It is hard to remove properly and can lead to infections like blepharitis.
- If they ignore you, consider whether you continue to offer treatments.

Extensions not 'sticking' to the natural lash

- If you are using the right amount of adhesive on the extension but it isn't 'sticking' to the host lash, the host may have an oily barrier and need cleaning. See Chapter 8, Point 7.
- If they are clean, they may be too dry or dehydrated, e.g. Primer can do this. Try
 - Misting them very briefly with a nanomister but do not get them 'wet', or
 - Stroke the natural lashes with hot water on a cotton tip to open the cuticles (test the temperature before using it so you do not scold).

Clients eyes watering during treatment

- They may be suffering from an allergy like hay fever. Treat when the symptoms are managed or have passed.
- They may be sensitive to vapours released from adhesive. Do not treat.
- Check that the pads or tapes haven't moved as they may be too close to the eye. If they're correctable with the eyes closed, readjust them. Otherwise, use an air blower to speed up the curing of recently treated lashes, then reapply the pads or tapes.
- They may have opened eyes a little so the adhesive vapours sting. Keep them closed until the adhesive cures.
- Product may have entered the eye. Flush it immediately. See Chapter 6, Part b.
- They may be sensitive to light. If they can't control their tears, do not treat.
- Eyes may not be closed properly. Can happen if client has protruding (bulging) eyes. Try resting eye pads over the eyelid. If that doesn't work, do not treat.
- Eyes opened by mistake. Likely if they're talking or have fallen into a deep sleep so advise them not to do so.
- Flickering lids causing eyes to open. Try resting eye pads over the upper eyelid.

Clients falling fast 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.

Extensions stuck to the eye pads or tape

- Hold pad / tape in place with your fingertip and lift the tip of the extension up with tweezers. See Chapter 9, Point 22.
- Caused by
 - natural lashes resting too close to pads or tapes when eyes are closed, or
 - a heavy extension has caused the host to drop on the pad/tape.
 - placing and pushing an extension down on the natural lash so it then rests on the pad/tape.
- Prevent by
 - using the right extension length and thickness that's suitable for the host
 - lifting the lash line a little with tape. See chapter 6, Part d.
 - gently place an extension on the natural lash and gently 'bounce' it to ensure contact rather than pushing down.

Upper lash line extensions stuck to lower lashes

- Tweeze them part. See Chapter 8, Point 23.

-
- Prevent by ensuring that all the lower lashes are secured under the pads or tapes.
 - Ensure the client doesn't talk, smile, laugh or cough as lower lashes can work free from under the pads or tapes.

Eyes watering and / or stinging after treatment and / or red

- Not enough time for the adhesive on recently placed extensions to cure enough before opening their eyes.
- Not enough time for the product to cure or dry, e.g. coating sealant.
- Product made contact with the eyes, e.g. threads from pads or tapes.
- If it doesn't wear off after a couple of minutes, they may have suffered a reaction to one or more of the products used to treat. You may need to remove them if it is safe to do so.

Extensions brush off when combed / not lasting

- Too little adhesive on the extension that cured before it could bond to its host.
- Adhesive became wet during or just after treatment, e.g. by tears. Causes shock curing leading to a weak and brittle bond. See Chapter 6, Part b.
- 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 properly laid and bonded to the host so it's lifting. This is common with curlier curls like a CC and a D.

At infill

Extensions not attached properly to host lash near lid line

- Not enough adhesive was used to treat. See Chapter 6, Part b.
- Extension not properly laid on its host during treatment. Common with curlier curls like a CC and a D.
- Oils from skin and/or products have bled into the lashes due to poor cleansing.

Extensions crossing over

- Extension not placed in a consistent sweeping direction.
- Extension not properly bonded to the host lash.
- Applied to an 'unruly' host lash that crosses others. If you need to treat it, bond to the side of the 'naughty' lash even if it is just by 1mm at the base. Then point it where it needs to go, rather than where the host lash is pointing.
- Extension too far from lash line to be controlled.

Extensions have been hanging low

- Extension is too long for host lash to cope. Use shorter or a shorter and curlier one.
- Extensions too thick for host lash to cope. Use finer ones.
- Extension has grown away from lid line so the host lash has less control. Remove it and bond a fresh extension closer to the lash line.
- Extension has not bonded to the host lash properly. Remove it and reapply a fresh one.

Extensions hang at the outer corners

- Caused by the extensions being too long and / or too thick for the host.
- Outer corner lashes may be frazzled from being slept on and / or are fine and thin.
- Hanging lashes make the eyes look sad and the weight harms the natural lashes.
- Use shorter and finer extensions or avoid the last 2mm's of the lash line.

Extensions have grown quite far away from lash line by the infill session

- Likely that an Anagen (infant) lash was treated in error.
- Too long a time span between infills.
- They've had some rapid lash growth. More regular infills are required.

Client believes that the treatment is not lasting long

- It is normal to have just over 50% of the extensions left after 2 weeks on clients with neat and healthy lashes. Set expectations from the outset.
- They may have around 100 extensions after treatment. If they shed an average of 3 lashes a day, then that's 63 lashes in 3 weeks. That's more than half lost. Their infills should be more frequent, e.g. fortnightly.
- Shedding or extension loss is more noticeable if your client has a fuller or glamorous look.
- Always check for traces of adhesive on their natural lashes. This will indicate that the extension has shed (early) without the host lash. If that has happened, consider the three key points about longevity in Chapter 4. These are
 1. Quality of application
 2. Quality of the products and how they are used and
 3. Aftercare
- Ask how they've been caring for them and make sure it's in line with your care advice. Clients may forget that they can't swim or visit a sauna straight away!
- Aftercare is important as you need to make sure that your client knows what to do and what not to do. If they know why, they are likely to follow the advice.
- The host lash may be tricked into shedding sooner if it's carrying too much weight.
- Excess weight can stress the hair follicle and cause long term harm. Use shorter and finer extensions.
- If client is losing many extensions, ask them to keep the extensions when they shed so you can check whether the natural lashes are still attached to them.
 - If most have their host lashes attached, that is to be expected, but they may be shedding quickly.
 - This is common for younger clients whose growth rate may be a little faster so they need regular infills.
 - It could be that the extension is heavy and deceiving the follicle that it may be older and therefore sheds sooner.
 - If extensions don't have the natural lash attached, it may be that
 - Not enough adhesive was used, or
 - It cured before being placed, or
 - After placing, it cured too quickly due to high humidity during and / or soon after treatment or by getting wet. See chapter 6, Part b.
 - The host lash was dirty when it was applied

Client advises of a reaction after last treatment

- It's possible for clients to have many successful treatments and then react.
- The contra-action may be caused by one or more of your products.
- In most cases, it's either the adhesive or the pads / tapes.
- If you or they are concerned, advise them to see a medical practitioner as soon as possible.
- On 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 it is safe to do so. See Chapter 5, Part e.
- Unless you're a medical practitioner, you can't recommend or offer products to help.
- Do not re-treat using the same or similar products, e.g. changing to a sensitive adhesive. It's the same or similar ingredients.

Adhesive issues

Adhesive has entered client's eye

- Act quickly and calmly. Follow the manufacturer's instructions. It will be similar to what's offered in Chapter 6, Part b.

Adhesive is now thick or gloopy in or on the glue holder

- Refresh your adhesive drop regularly as it starts to cure once it is dispensed.
- You will need to refresh it several times during treatment.
- Temperature and / or humidity is also a key factor. See Chapter 6, Part b.
- Do not dispense new adhesive over dried 'blobs' as it spreads across it making it thin so it cures quicker.

Adhesive goes thick / gloopy, often and quickly

- Opened and unopened bottles have a shelf life (use by time).
- Check that it's in date by following the manufacturers or suppliers instructions.
- Check your temperature and humidity is optimum, in line with instructions using your hygrometer.
- If it's humid, you'll be opening the bottle more often to refresh your blob. This exposes the contents to more moisture from the air and 'cures' the contents so it will not last as long.
- Replace the lid as soon as possible to reduce exposure.
- Stop using that bottle when the adhesive has thickened as the treatment will not last.
- Once opened, always store upright and out of direct sunlight. Follow the manufacturers or suppliers instructions.
- Once you have finished working, store your bottle in its self-seal pack with a moisture catching desiccant pack or in an air tight container with fresh dried rice to absorb moisture. See Chapter 6, Part b.

Adhesive bottle lid keeps getting glued on

- It's a glue bottle so it happens! Pliers can help but the neck can break and make the opening wider. This exposes the contents to more moisture.
- Prevent by dispensing neatly. Hold the bottle about 2-5mm from the adhesive holder and allow the 'drop' to drop without squeezing. Turn the bottle upright and wipe its neck with a wax strip and replace the lid. See Chapter 6, Part b.

Adhesive gushes or bleeds from the bottle when opened

- Some bottle designs are more prone to their contents gushing on opening.
- Before shaking, replace the lid with a Glue Pin or hold a wax strip over it and then shake well.
- Once dispensed, hold the bottle upright and squeeze it gently to draw the contents back. Then apply the lid. See Chapter 6, Part b

The neck of the adhesive bottle is clogged

- Try using a Glue Pin to clear the blockage rather than your tweezer tips. It's easy to stab yourself and you'll stretch the bottle neck so the contents are exposed to more moisture.
- If you repeatedly push cured adhesive back into the bottle, the contents can spoil sooner.
- Some bottle types have replacement heads so it's worth having some spares.
- To prevent blockages, don't squeeze the bottle to dispense, simply tip the bottle and allow gravity to work. Hold the bottle upright and squeeze it gently to draw the contents back in, then apply the lid.

In summary

'A clever person solves a problem. A wise person avoids it' **Albert Einstein**

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 one natural lash so it's 0.5-1m from the eyelid and sweeps in the right direction
3. Always leave infant lashes untreated
4. Check for and deal with lashes and extensions that are stuck together
5. Use your products and equipment in line with the manufactures or suppliers 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, especially good seating, lighting, masks and magnification
15. Keep yourself updated with industry developments by networking, studying and taking courses
16. Set your terms and conditions to treat and enforce them. Charge for lateness and missed appointments
17. Withdraw your service from those who do not respect it!

Look after the industry

18. Always act professionally and honourably - never steal clients or criticise others work
19. Never over promise what the treatment can do as it doesn't last for 3 months!
20. Support your colleagues and ongoing industry development and standard raising by sharing good practice

Notes

Elite eyelash extensions

Julie Knight is the founder and CEO of Elite Eyelash Extensions and the Elite Eyelash Extensions Training Academy that's exclusively dedicated to eyelash extensions. She has been trained by some of the best trainers from around the world and continues to do so to keep her knowledge and skills in shape. She is a certified and accredited master lash stylist who's performed over 12,000 lash extension treatments and she's proudly listed as an Expert Lasher on the Expert Lashers website. She is qualified to teach and has been training new and experienced lash stylists since 2012. She seeks to support the lash industry by making her exceptionally detailed training manuals readily available to those eager to learn and develop their knowledge and skills too.

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