

# Wellaholic Starter Guide

2019 Version



wellaholic  
#livethechange

# 01

# Welcome to Wellaholic!!



First of all, thank you for choosing Wellaholic as your trusted aesthetic and beauty service provider. We are excited to have you on board! Wellaholic's vision is to help our customers look their best, via the use of technology-based treatments and scientifically-researched supplements. In this guide, we hope to provide you a convenient onboarding guide to help you enjoy the Wellaholic experience in the best possible way.

**"A BRAND IS DEFINED BY THE CUSTOMER'S EXPERIENCE. THE EXPERIENCE IS DELIVERED BY THE EMPLOYEES. - SHEP HYKEN"**

## OUR BRAND PROMISE

- Provide affordable treatments for our customers
- Help our customers see results with treatments that are backed by science and research
- Ensure availability of capacity so that customers can make bookings easily online
- Deliver exceptional customer service, and listen to our customers



# General Information

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## OUR LOCATIONS

We are located at the following locations.

- **TAI SENG OUTLET (HQ)** - No.1 Irving Place, The Commerze@Irving, #07-04, Singapore 369546 (3 minutes by foot from Tai Seng MRT Station)
- **TANJONG PAGAR OUTLET** - 210A Telok Ayer Street (Level 2) Singapore 068643 (3 minutes by foot from Tanjong Pagar MRT Station)
- **ORCHARD OUTLET** - 545 Orchard Road #04-11C, Far East Shopping Centre (Note: not Far East Plaza), Singapore 238882 (5 minutes by foot from Orchard MRT Station)
- **CLARKE QUAY OUTLET** - 2 Havelock Road #01-34, Havelock II Mall, Singapore 059763 (5 minutes by foot from Clarke Quay MRT Station)
- **LAVENDER OUTLET** - 16M Penhas Road, (Level 2), Singapore 208180 (5 minutes by foot from Lavender MRT Station)



## YOU CAN CHOOSE ANY OF THE OUTLETS TO DO YOUR TREATMENTS

### OPERATING HOURS

- We are open every day except during the following 4 public holidays (New Year's Day, Chinese Lunar New Year (Day1), Hari Raya Puasa and Christmas Day)
- **Mondays to Fridays:** 1100hrs to 2200hrs
- **Saturdays to Sundays:** 1100hrs to 2000hrs

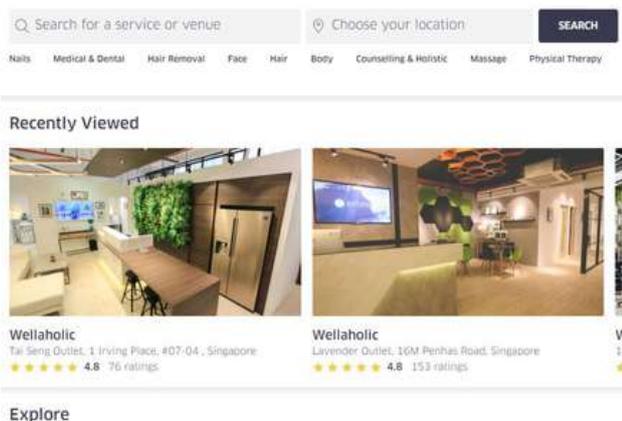
### NEED TO CONTACT US?

- **Hotline: + 65 8181 1814**
- **Tai Seng Outlet:** +65 6816 8088
- **Tanjong Pagar Outlet:** +65 8499 8984
- **Lavender Outlet:** +65 6816 8038
- **Clarke Quay Outlet:** +65 9058 5640
- **Orchard Outlet:** +65 8869 5640
- **Email:** wellaholic@outlook.com

# 03

## Booking Your Appointment

Instantly book salons and spas nearby



Online Booking via Fresha

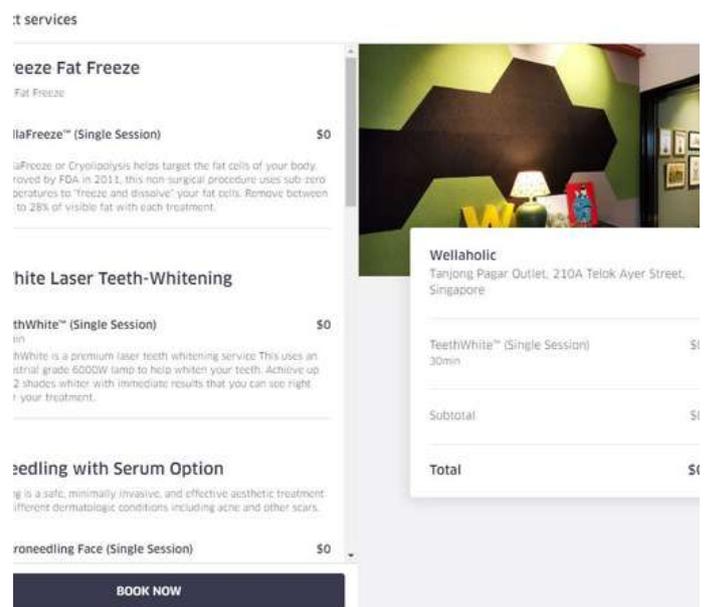
You can conveniently book your appointment in the following ways:

- #1** Book online real-time via <http://wellaholic.live/book>
- #2** Download the booking app (Fresha) via Apple Store or Google Play
- #3** Livechat us via <http://wellaholic.live/chat>
- #4** Call the specific outlet during operational hours
- #5** Call our hotline

**WE HIGHLY RECOMMEND USING THE #2 OPTION AS THE FRESHA APP PROVIDES YOU A RECORD OF PAST APPOINTMENTS AND ALSO ALLOWS REAL-TIME BOOKING AND RESCHEDULING AS WELL AS CANCELLATION**

### WHY ALL TREATMENTS ARE PRICED \$0 ONLINE

To ensure the best customer experience possible, we adopt a "**Book Now, Pay Later**" approach to allow customers to book online without having to pre-pay. During your first appointment, a free consultation would be given to explain the treatment procedure and also to answer any questions you might have. Thereafter, we will only charge you when you decide to proceed with the treatment.



Online Booking via Fresha

# Cancellation & Refund Policy 04

## CANCELLATION POLICY

- We do our best to ensure capacity for customers to book their appointments. Hence, any rescheduling or cancellations made within 24 hours prior to the pre-arranged appointment's start time will result in shortening by one week of the customer's existing package's validity for Unlimited treatments, or by 1 session for session-based packages.
- Customers are encouraged to make their reschedulings or cancellations at least 24 hours before their appointments.



## REFUND POLICY

- In the rare event where the purchased service is not ideal for you, we apologise that we will not be able to issue any cash refund.
- Instead, we offer a credit which is prorated based on your treatment usage.
- You can use the credit to purchase any other Wellaholic services or products.
- For special situations (e.g. Pregnancy) we can make a refund via a bank transfer. Please note that the customer will need to bear the cost of any bank transfer charges, which is pegged at 10.75% of the package.

# 05 Microneedling Care Instructions



## MICRONEEDLING

**Microneedling** is a safe, minimally invasive, and effective aesthetic treatment for several different dermatologic conditions including acne and other scars. Given its expedient post-treatment recovery, limited side effect profile, and significant clinical results, microneedling is a valuable alternative to more invasive procedures such as laser skin resurfacing and deep chemical peeling.

**ABOUT 4 TO 6 MICRONEEDLING SESSIONS WITH A GAP OF 4 TO 8 WEEKS PER SESSION ARE REQUIRED FOR THE MOST EFFECTIVE RESULTS, INCLUDING ACNE SCARS, PIGMENTATION AND WRINKLES.**

## SAFETY GUIDELINES

- For safety and hygiene reasons, the needle cartridge can only be used once and then disposed after usage.
- Customers may experience minor redness and irritation for a few days after the procedure. Active skincare regime is recommended after Day 3.
- **Microneedling** is not safe for customers who use certain acne medications or for women who are pregnant.
- **Microneedling** may also not be safe for customers who have certain skin diseases such as psoriasis or eczema, as well as any open wounds.
- The treated skin will be more sensitive to the sun, so sunblock is a must.
- It is recommended to stop using topical retinoids before treatment (at least for a day).
- If the customer chooses to use the numbing cream, care must be taken to thoroughly clear away the numbing cream before treatment. This is because the numbing cream is a poison and can cause very serious side-effects if it enters the bloodstream (via the microneedling process).

# Elight Care Instructions

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## ELIGHT FACIAL COLLAGEN BOOST

Elight PRESTIGE includes the following 6 treatments

- **Elight Facial Collagen Boost** - this uses both Radio Frequency and Light treatments to help boost collagen production
- **AfterGlow** - this is a red-light treatment using infra-red rays to reduce wrinkles, scars and persistent wounds
- **Diamond Peel Microdermabrasion** - this uses a diamond surface to physically exfoliate the outer layer of the skin and removes both blackheads and whiteheads and unclogs pores
- **REFA with Retinol** - REFA helps increase blood circulation and brings more oxygen to cells, while retinol helps speed cell turnover with refine the surface of the skin
- **Wellaholic Deep Repair Masking** - this uses the patented FCP (Repair Factor), which is a formulation which can activate mechanism of the cell regeneration and stimulate synthesis of the collagen and elastin
- **Resveratrol** - this Harvard Medical School researched antioxidant supplement helps to repair the visible effects of skin aging



## SAFETY GUIDELINES

- A recovery (downtime) of 3 to 4 days is required for the treated skin to heal, recover and regenerate.
- **Diamond Peel** is a mechanical procedure which may cause skin irritation to customers with sensitive skin. **Diamond Peel** can only be used once a week.
- **Diamond Peel** cannot be performed together with **Microneedling** – hence for customers who are doing **Microneedling**, they will need to skip **Diamond Peel** as well as **Retinol** application (within the same week of **Microneedling**).
- It is important to apply sunblock right after the treatment as the treated skin is more sensitive to sun damage.

# 07 SHR Hair Removal Care Instructions

## SHR Permanent Hair Removal

- **Super Hair Removal (SHR)** technology uses 50% of the energy to target the hair pigment. The other 50% is absorbed into the stem cells responsible for hair production.
- **SHR** technology is different from IPL in that it uses low energy but at higher frequency. This is called “In-Motion” technology and helps to treat light and fine hair and has less pain and irritation on skin (as compared to IPL).
- **SHR** is part of laser hair removal where a specific beam of light bypasses the epidermis and targets the follicle. This disables the reproductive cycle of the hair without hurting the skin. As laser hair removal destroys the follicle, the hair shaft becomes weak and limp, and with repeated treatments - about 8 to 12 treatments - the follicle dies, and no hair grows.
- A point to note is that we usually say that customers will get permanent hair reduction. This is because what happens is that when one follicle dies, there might be another one next to it that may regenerate itself. Hair grows in different cycles so at any time, 30 to 60 percent of the hair is in the anagen growth cycle stage. The laser is targeting the hairs in the growth stage. The dead ones that are dead will shed after a few weeks. By the time you go for your next appointment (**recommended 30 days later**, to time with the hair growth cycle), the hairs that were in their growth stage will now be in their dormant or dying stage.
- Laser hair removal is permanent when the hair follicle is destroyed. When the hair follicle is only damaged, the hair will eventually regrow. The amount of time it takes for the hair to regrow depends on the person's unique hair growth cycle. Some people have hair that grows more quickly than others. Hair that is in a resting phase will grow back more slowly than hair that is in another phase.
- Generally, most customers will see good reduction at the underarm areas with less number of treatment. Other areas such as the face and private areas will require as much as 10 to 12 treatments or more due to the high density of hair follicles in that areas. (*continue on next page .....* )



# 08 SHR Hair Removal Care Instructions

- It is important to shave the area that you are getting treated before the appointment. At Wellaholic, we also provide a shaving service at a nominal fee, but we recommend customers to shaving before the treatment if possible. You want to have short hair so that when the light and energy goes through it, there is enough left to target the follicles.

**IT IS IMPORTANT TO ALIGN YOUR SHR TREATMENT WITH THE HAIR ANAGEN GROWTH CYCLE (28 TO 30 DAYS). DOING IT ONCE EVERY WEEK WILL NOT LEAD TO BETTER RESULTS BUT INSTEAD OVERSTRESS YOUR SKIN, LEADING TO DISORDERS SUCH AS HYPERPIGMENT AND SKIN CANCERS**



## SAFETY GUIDELINES

- To time the treatment with your hair growth cycle and also to avoid overstressing the skin (which will lead to skin disorders such as hyperpigmentation) a recovery time of 28 to 30 days is necessary.
- During treatment, some people may experience burning, stinging or discomfort. Please let the staff know and we will adjust the settings accordingly. However, do note that higher settings will usually lead to more effective treatments – hence it will be a need to balance between comfort and efficacy.
- Following hair removal, customers should avoid sun exposure. The sun can irritate the skin, which increases the risk of blisters and scars.



## LIFETIME MAINTAIN MODE

- Our **LIFETIME MAINTAIN MODE** allows our loyal member customers to pay for a specific treatment to "shock" and "maintain" the follicles of a specific body area to stop them from growing.
- Lifetime Maintain mode is valid for Wellaholic Members.
- Find out more at <http://www.wellaholic.com/lifetime>

# WellaFreeze Care Instructions

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## WELLAFREEZE FAT FREEZE CRYOLIPOLYSIS

- As triglyceride in fat can be converted into solids in extreme low temperatures, **WellaFreeze** uses advance cooling technology to target fat bulges selectively and can eliminate fat cells through a gradual process.
- **WellaFreeze** machine has 2 handles and allows 2 concurrent sessions to take place.
- Research on fat freeze has scientifically determined that each treatment session will reduce between 14% to 28% of visible fat from the treated area.
- It will take about 30 to 100 days for the body to purge away the frozen (dead) fat cells via sweat, urine, etc. Hence the full extent of the results will take some time.
- For certain large areas, it might be ideal to split the large area into 2 or 3 specific areas to be treated on. In this case, care must be taken not to repeat WellaFreeze treatment at the same area (to avoid over-freezing).

## SAFETY GUIDELINES

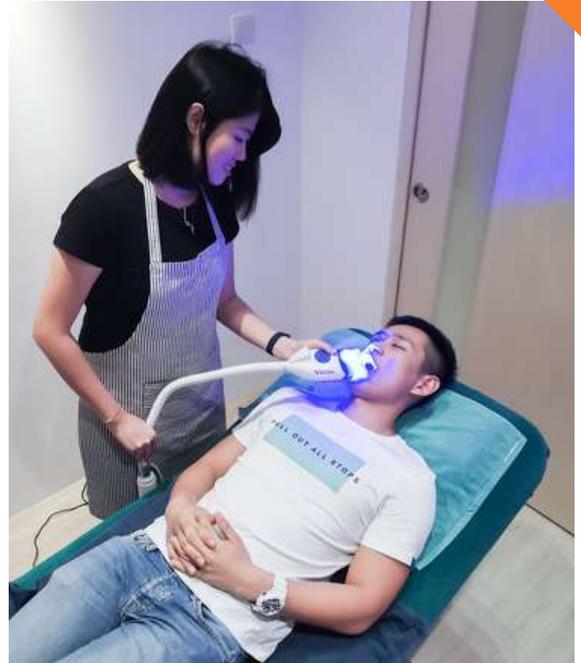
- There is a recovery time of 30 days between treatments for a specific body part. Any earlier treatment will drastically increase the risk and danger of over-freezing the body.
- Customers with cryoglobulinemia, cold agglutinin disease and paroxysmal cold haemoglobinuria must avoid **WellaFreeze**.
- In the event of a power failure or breakdown, there is a need to restart the operations. In this case, the treatment duration must be recalculated as not to exceed the initial recommended settings. Otherwise the body will receive excessive freezing and the customer will be injured.



# 10 TeethWhite Care Instructions

## TeethWhite Teeth Whitening

- Wellaholic uses an industrial grade lamp to convert the carbamide peroxide into a bleaching agent which is able to deep clean and white the teeth.
- The first step of **TeethWhite** is the creation of a custom teeth mould. This is an important step as a fitting teeth mould will ensure that the whitening chemical stays bonded to each tooth and crevice.
- Porcelain or composite dental crowns and bonding will not be whitened by **TeethWhite**. Hence customer will need to ascertain if this will cause any uneven colouration.



**CUSTOMERS ARE RECOMMENDED TO CONTINUE WITH A PROFESSIONAL CLEANING AND MOUTH EXAM WITH THE DENTIST. THE DENTIST WOULD BE ABLE TO LOOK FOR CAVITIES AND ALSO CHECK ON THE HEALTH OF THE GUMS.**

## SAFETY GUIDELINES

- Pregnant women or nursing mothers should postpone teeth whitening.
- For customers with sensitive teeth, a lower setting is recommended to prevent any discomfort after the treatment.
- It is important not to eat or drink anything that is staining for the next 12 hours after treatment as the chemical is still actively working on the teeth. Also avoid any acidic beverages.
- It is recommended not to use any toothpaste to brush the teeth for the next 12 hours after treatment as the fluoride might affect the effectiveness of the chemical.

# Member Cashback Rewards

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## MEMBER CASHBACK REWARDS

- Wellaholic membership program (in two annual tiers, DELUXE and PRESTIGE) provides our regular and loyal customers added value via attractive cashback rebates, as well as monthly product and services specials. Members also get to enjoy a large variety of benefits such as our newly-introduced Cashback rebates system.



## MEMBER PRESTIGE

**SPEND \$2200 IN A SINGLE TRANSACTION TO QUALIFY OR ELSE PAY \$480 FOR AN ANNUAL PLAN.**

- Welcome Gift: 1 x Wellaholic product (\$60)

Benefits Throughout the Year

- 20% Cashback Bonus credits with every \$100 spent
- 20% Referral Bonus credits for your friend's first service purchase
- Lifetime Maintain Mode for heavily-subsidized SHR treatments
- Monthly member offers

## MEMBER CASHBACK VIA POKET REWARDS

- All members can now check their Cash Back balances via the Wellaholic Digital Membership Card.
- You have several ways to check on your credits
- Method A:** Download App Download "Poket Rewards" via Google or Apple App Store.
- Method B:** Check online via <http://wellaholic.live/login>
- Get member vouchers, etc. directly via your Wellaholic Digital Membership Card.

## MEMBER DELUXE

**SPEND \$600 IN A SINGLE TRANSACTION TO QUALIFY OR ELSE PAY \$180 FOR AN ANNUAL PLAN.**

Benefits Throughout the Year

- 5% Cashback Bonus credits with every \$100 spent
- Lifetime Maintain Mode for heavily-subsidized SHR treatments
- Monthly member offers



# 12 Any Further Questions?

Have another question which is not answered by this guide? Worry not! You can access our comprehensive Online FAQ (Frequently Asked Questions) at the following link:

[HTTP://WWW.WELLAHOLIC.COM/FAQ](http://www.wellaholic.com/faq)

Alternatively, you can contact us via our hotline or our outlet number, or you can Live Chat us on Facebook via the following link:

[HTTP://WELLAHOLIC.LIVE/CHAT](http://wellaholic.live/chat)



## HAVE A FEEDBACK FOR US?

- If you have a feedback for us, please do not hesitate to write to us at email [wellaholic@outlook.com](mailto:wellaholic@outlook.com)
- For any urgent matters, please reach us at our hotline.
- And of course, if you had a great experience with a Wellaholic staff, please kindly share it on our TripAdvisor or Google/Facebook Review. This will help to motivate our staff to give their best every single day.
- We look forward to hearing from you!!

