

Frequently Asked Questions

Appointments

Q. Does Valley take walk-ins?

Valley is happy to accept clients on a walk-in basis, however, our schedule tends to book up quickly. We therefore strongly suggest booking an appointment in advance.

Q. Why do you require my credit card information when I schedule an appointment?

Valley is a small operation, we have a limited number of openings available on any given day, and we strive to be on time for our clients. Because of this, when a client cancels or misses an appointment, we do not have other clients waiting around to fill the missed slot. Therefore, we take a credit card and give reminder/confirmation calls 24-hours in advance of all appointments, and we give our clients the opportunity to cancel or reschedule an appointment up until 6:00 pm the evening before. In the event that a client does not call us by 6:00 pm the evening before and/or does not show up for her/his scheduled appointment, we will charge the provided credit card for the full amount of the scheduled service. This is the only way we can maintain the level of service we currently provide.

Q. What if I'm running late for my appointment?

Valley is a small operation. Our schedule of available appointment times often fills up back to back, and we block out a specific amount of time depending on your scheduled service. Because we are committed to being on time, and because we respect the value of all of our clients' time, we are strict about our clients being prompt for their scheduled service(s). If you are late for your scheduled service (but within fifteen minutes of the appointment time) and Valley has another client scheduled afterwards, your service may be edited to accommodate the allotted time frame. If you are more than fifteen minutes late for your appointment, this is considered a forfeit of the service. We will do everything we can to fit some or all of your scheduled service within the remaining time frame, however, after fifteen minutes Valley reserves the right to change/cancel the scheduled service and charge the client for the service which was originally booked.

Q. I'm driving in for my appointment. Where should I park?

Parking in the Nolita / Soho area can be challenging, and because of this, we strongly suggest giving yourself an additional thirty minutes when driving in. If you are unfamiliar with the drive, traffic patterns and parking, we encourage you to give yourself an additional hour. There is nothing more stressful than getting lost, stuck in traffic or having difficulty parking when you are running late for an appointment. The easiest parking is in the paid lot on the southeast corner of Elizabeth Street and Kenmare (two blocks south of Spring). There is one-hour metered parking available on Bowery (one block east of Elizabeth Street), and some free but restricted street parking, but spaces can be hard to come by, especially on weekends.

Nails

Q. How much is Nail Art?

Nail art ranges from \$3 per nail to \$20 per nail and higher, depending on the design and materials used. Please view the Nail Art Price Menu (link) in the Nails section on our website. When visiting Valley, we have a number of in-store photos / examples of artwork with corresponding prices to give you a better idea of different design prices. Valley is happy to do custom designs. If this is something you're interested in, we ask our clients to please request a custom pattern when booking an appointment. Custom designs will be priced according to the time they take to prepare and execute, and the intricacy of the design.

Q. Do all of your technicians do all of the nail art that is featured on your website/in your photos?

Each Valley Nail Technician specializes in different artwork. When booking an appointment, please be specific about the level the nail art you would like (minimal, extensive, 3D-acrylic, stone work, etc). This will aid your reservationist in matching you with the best technician for your request.

Q. I'm a nail biter and want to grow my nails out. What do you suggest?

The Valley Nail Set is a set of nail extensions. It will allow your natural nails to grow underneath. When they have grown to a healthy length, a Val Gel manicure will nourish the nail and help keep it strong, and will help you from biting them. We have had reports from our nail biting as well as cuticle biting clients that when they have a nail set on, it helps to curb their urge to bite.

Q. My nails are short. Can I do Minx? What about a Val Gel Manicure?

Minx works on both short and long nails, and it generally lasts anywhere from five days to two weeks, depending on your lifestyle and how 'hard' you are on your hands. Unfortunately, Valley cannot guarantee the lifespan of your Minx Manicure. It's been our experience that the Minx product can be fickle / can vary from one client to the next in terms of how long it will last. If a client wants a guarantee that her Minx manicure will last more than a week, we recommend scheduling a Minx appointment with a Val Gel Manicure.

To lengthen the life of the Minx manicure, gel can be applied over the Minx*, which should last at least two weeks. Val Gel manicures can be done on short or long nails, though the nail must have at least a small "lip" or "free edge" over which the gel can be wrapped to prevent peeling.

*Minx Foils cannot be used in combination with a Val Gel Manicure

Wax

Q. I scheduled an appointment for a Valley Brazilian Wax. What should I do to prepare for the service?

Bathe and clean the vaginal and rectal areas as you would in preparation for a doctor's visit. Avoid putting any lotion or oils near your bikini on the day of your wax, as this can make it difficult for the wax to adhere to the unwanted hair.

For your convenience, Valley provides PH balanced, feminine wipes so you may freshen up before your wax.

If you are currently or recently using Retinol, Accutane or high dosage of active peel, please consult with your doctor before booking any waxing services.

Q. I've had really bad experiences being waxed (it was incredibly painful, it gave me ingrown hairs, bruised, etc...), but my friend told me you guys are the best. How is the Hard Wax that Valley uses any different?

Hard wax is a much less painful alternative to strip wax. Strip wax adheres to both the hair and the skin (and can be very painful), where as hard wax wraps around the hair follicle without adhering to the skin, thus pulling the unwanted hair directly from the root. Strip wax tends to break hair without pulling it out at the root, thus causing hair to get stuck under the skin, and ultimately causing ingrown hairs.

Q. I normally shave, so how long do I need to wait before I schedule a wax appointment?

Your hair should be about ¼ of an inch long in order to wax. A client should generally wait for three to four weeks after shaving or waxing before scheduling a wax appointment.

We strongly encourage you to loofah or exfoliate your body skin on a regular basis. This not only removes the dead skin cells lying on the surface of your skin, but it prevents ingrown hairs from forming and it improves the overall circulation and appearance of your skin.

Facials

Q. When is the best / worst time to get a facial?

The best time to get a facial is when you know you can relax and enjoy the process. Make sure you have plenty of time discuss your needs with your skin care specialist as well as the time you may need for the treatments. At Valley, your typical facial will be between 75 to 120 minutes.

The worst time to get a facial (especially one that includes extractions) is the day of (or even the day before) a big event. If you want a glow before an event, and you've waited until the last minute, try a Phototherapy Treatment, a Soothing Eye Treatment, or a Collagen Infusion.

Q. I have a special event coming up...what should I do to get my skin photo ready?

When you have a special event, it is ideal to begin treatments several months in advance to get your skin into it's best shape ever. You may want to do a package of 4 x weekly "acne light" phototherapy treatments to stop breakouts or even a 3 month session of "environmental damage" phototherapy if you have sun-damaged skin and an uneven skin tone.

No matter what your treatment of choice, we recommend doing a Trial Run at least a month in advance including a peel and counting the number of days until you see that post-peel "glow" (Usually 7-10). Then, count back 7-10 days before your event and – Voila – the perfect time to schedule your appointment.

Q. Why should I get a facial if I see a dermatologist?

Getting facials from a licensed skin care specialist and being under the care a dermatologist are not mutually exclusive! In fact, many dermatologists will recommend facials to their patients who need regular extractions or who would benefit from treatments such as "light" peels or phototherapy--which they may not necessarily provide.

For those who have struggled - bouncing back and forth between dermatologists, and who are looking for non-pharmaceutical ways to take care of their skin, a holistic skin care specialist can be of tremendous help.

If you are currently or recently using Retinol, Acutane or high dosage of active peel, please consult with your doctor before booking any facial services.

Q. How often should I get a facial and why?

Every 28 days you produce an entirely new epidermis. That means that every 28 days is not only an opportunity for you to create beautiful, new healthy skin cells...but every 28 days you may be making the wrong choices that lead to clogged pores, environmental damage, and dull, dehydrated skin.

If your schedule and lifestyle permits it, a monthly facial is truly the best way to have clear, glowing skin consistently. For those who have trouble finding their way into the treatment room that often, we recommend at least 4 times a year – not only for maintenance, but also so that your skin is being regularly reviewed by a professional who can let you know that you are on the right track to a lifetime of beautiful skin.

Please feel free to call or email us if you have any further questions.

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