



Kre8tive Nails & Spa LLC Dear [REDACTED]

Thank you for your comments and your review. We had gladly offered to put new polish on your nails FOR FREE. However, you missed your appointment, and did not call to cancel it. This causes our staff great inconvenience.

Then you came in this morning as a walk-in, before we were open. We called the clients who had appointments to let them know our staff was running late in traffic coming from Burlington this morning. That is why we could not advise you in advance that we were running late; because you were a walk-in and we had expected you to attend during your appointment yesterday.

We do not appreciate how rude you were to our employee Kelly. We all strive to offer clients the best in customer service and in nail services. However, we regret that we have been unable to help you to your satisfaction. And we require that our employees are treated with respect.

We wish you the best of luck and suggest that in the future you cancel appointments you cannot make, and that you are not rude to employees. Thank you for this opportunity to respond and have a great day!

Sincerely,

Kre8tive Nails & Spa LLC

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