Capstone

Nal's Nails

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Mercer University

INFM482 Capstone

Professor Liu

Executive Summary

A lot of businesses require efficient ways to communicate with customers in order to gain from the transaction for both parties. For both parties, one side is seeking a service or product, and the other side is looking to create a financial gain. For most businesses, there are physical shops and virtual shops that list out their products and services for customers to be able to look through. Most of these places offer ways to communicate their products and services to prospective customers. When businesses have platforms, it becomes easy for a customer to reach out the business and continue having a relationship with them.

Small businesses seem to struggle more with figuring out how to elevate their transactional relationships – especially those who are masters of their craft and nothing else. Oftentimes, these small business owners require help with building their business in order to attract and keep track of clientele. Not all small business owners have the knowledge that will help them to master marketing or even how to expand their business for more traction. This has been the kind of problem that my client has been facing, as they have been trying to make their business more manageable and more visible.

With the issues that my client's customers had with trying to schedule appointments, as well as my client not wanting to be inundated with working through texts and calls, Nal's Nails has been proposed as a solution. For this business, the biggest solution was to help solidify the nail business by boosting their visibility and focus on scheduling an appointment. For Nal's Nails, there is only one service provider, thus efficiency is one of their biggest priorities. Efficiency happens to be the biggest interest for this person's customers as well. By taking away the parameters that make appointment booking currently difficult, it will create an efficient

business transaction for the customer. Clear methods of scheduling will allow the customer to contact the nail artist with certainty.

Knowing this, usability testing is vital when it comes seeing if the web application does meet the needs of both parties – the service and the customer. The usability testing can help to see if the desired functions serve the purpose that they are intended.

Acknowledgements

I want to acknowledge Sinal Sao, the person whom this web application was made for and after. The entire website design, from conception to development, has been inspired by her style and her willingness to grow her own business. This project was based off of her identity, as well as the environment that she is operating her business. I want to acknowledge Raekwon Welch, who has stuck with this project from beginning all the way to end. He has stayed up countless, long nights with me helping to configure code, databases, testing, and server-side development. Albeit coming from an IT networking background, he's learned and grew with me within the frontend development skillset. I want to acknowledge Professor Long, who has taken the time to try to help configure my database design and my PHP code to ensure that the logic makes sense. I want to acknowledge all of my test participants: Ashley Welch, Jordan Welch, Caridade Moncion, and Philomonce Moncion. Lastly, I want to acknowledge Professor Liu for allowing me to have an extension on this project. She has allowed me to continue to work on this project with a total of 16 weeks, while acknowledging that I struggle with other personal obligations.

Introduction

This capstone project is being undertaken to create a web application for a nail technician's customer to easily book appointments. Stakeholders of this project include current customers, the nail technician/business owner, interested customers, customers making comparative analysis, nail technicians, and other nail salons.

A lot of businesses require efficient ways to communicate with customers in order to gain from the transaction for both parties. For both parties, one side is seeking a service or product, and the other side is looking to create a financial gain. For most businesses, there are physical shops and virtual shops that list out their products and services for customers to be able to look through. Most of these places offer ways to communicate their products and services to prospective customers. When businesses have platforms, it becomes easy for a customer to reach out the business and continue having a relationship with them.

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Nails, there is only one service provider, thus efficiency is one of their biggest priorities. Efficiency happens to be the biggest interest for this person's customers as well. By taking away the parameters that make appointment booking currently difficult, it will create an efficient business transaction for the customer. Clear methods of scheduling will allow the customer to contact the nail artist with certainty.

Knowing this, usability testing is vital when it comes seeing if the web application does meet the needs of both parties – the service and the customer. The usability testing can help to see if the desired functions serve the purpose that they are intended.

Requirements and Goals

This project will include research, user interface design, front-end development, client-server development, and backend development. The front-end development will serve as an interface that will allow users to book a nail appointment that communicates with the backend databases.

Deliverables

Project deliverables include a logo, a user interface prototype, and a web application with an appointment booking system and a contact form. The logo will be created in Adobe Illustrator. The first low-fidelity prototype and the final high-fidelity prototype will be created in Figma. The web application will be constructed with the help of Bootstrap. The client-server connection will be connected through PHP. The back end will be created within MySQL via XAMPP.

Research Question

The question used to drive this project is: How can technology be used to build a business through the means of efficient transaction processes? In other words, how can we use technology

to help strengthen relationships between businesses and their customers, in order to help with solidifying a business's integrity? A business without integrity is not a business that many people can favor due to a number of reasons, which may include shady business practices and difficult customer service. Thanks to the knowledge that has leaked out from industrial psychology experts, many business owners are finding that mastering customer service skills will help to grow loyalty with their customers. Strengthening bonds with customers can look like offering any activity or additional service that will ensure that the customer's user experience goes smoothly. Any friction that is present within existing business processes, like scheduling appointments, become problematic because it makes the customer have to put more effort into trying to reach the business owner for a service.

Thus, in Nal's Nails, configuring business's platform will help to find some answers on how processes on the backend will change, as well as on the physical client side. The project is looking to ease the pain points of tedious scheduling and eliminating ambiguity for the customers who want to receive nail salon services. Altogether, reiterative research to find how the appointment scheduler will affect the owner and customers will be performed throughout the maintenance and deployment of the project.

Success Measurements

To measure the success of this project's usability, it will include a task list of about ten tasks for the user to fulfill. The user will have approximately five seconds to perform and complete a task before moving onto the next one. After completing all of the tasks, or as many as possible, they will be instructed to complete a survey summarizing their user experience. The survey will consist of five questions. Results from this surgery will help to determine any

potential issues and fixes, improvement ideas, and figure out if certain features work well enough to fulfill a function.
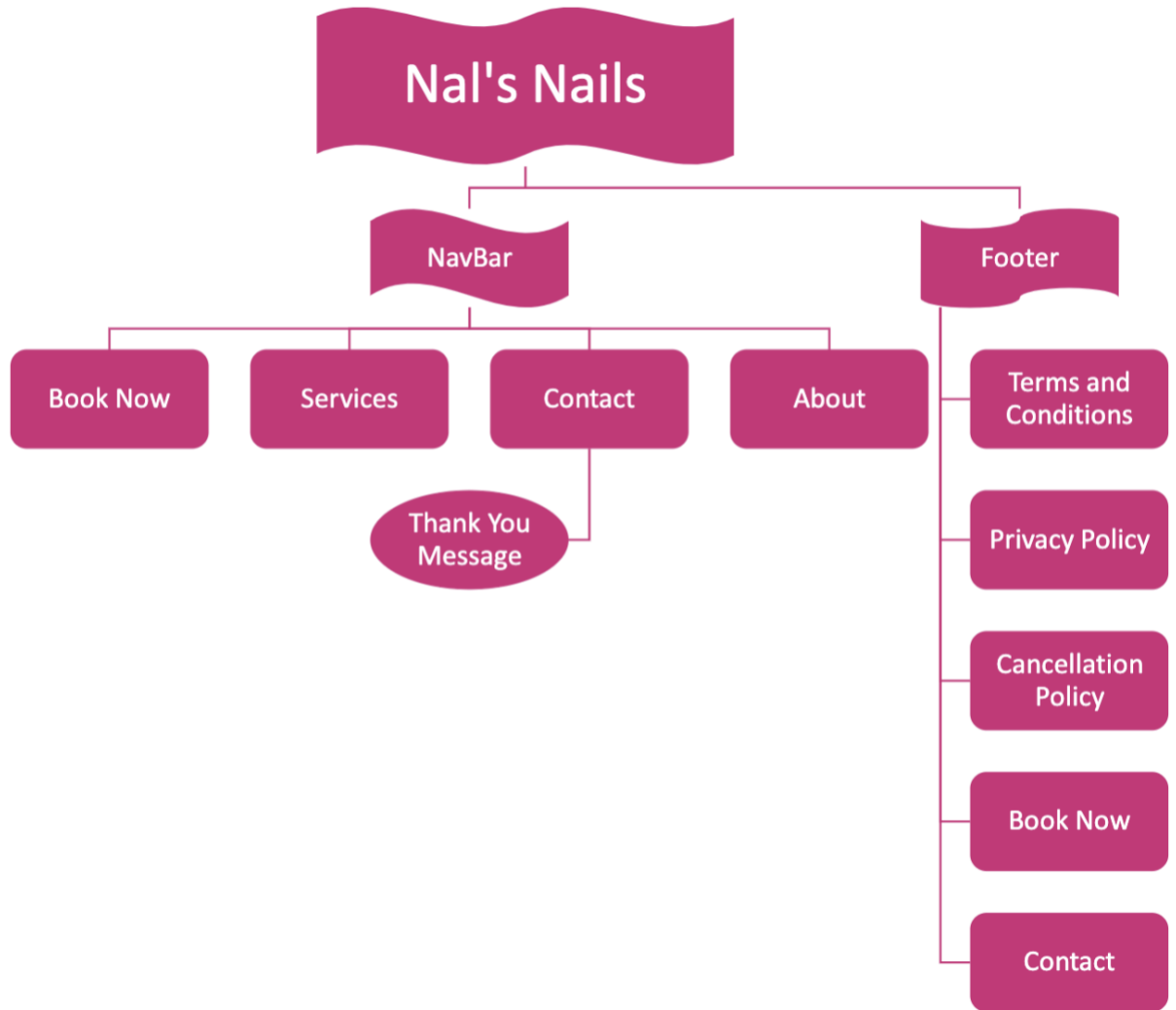
Stakeholder Map
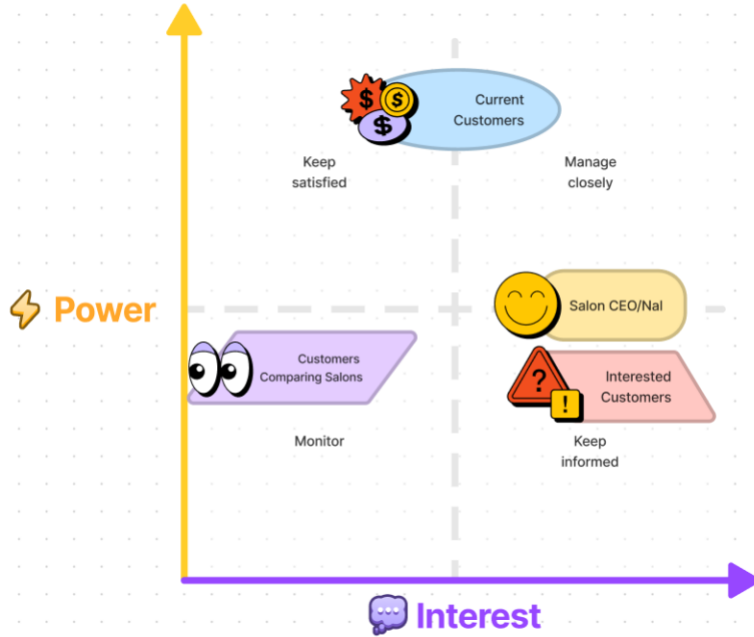
Entity-Relationship Diagram
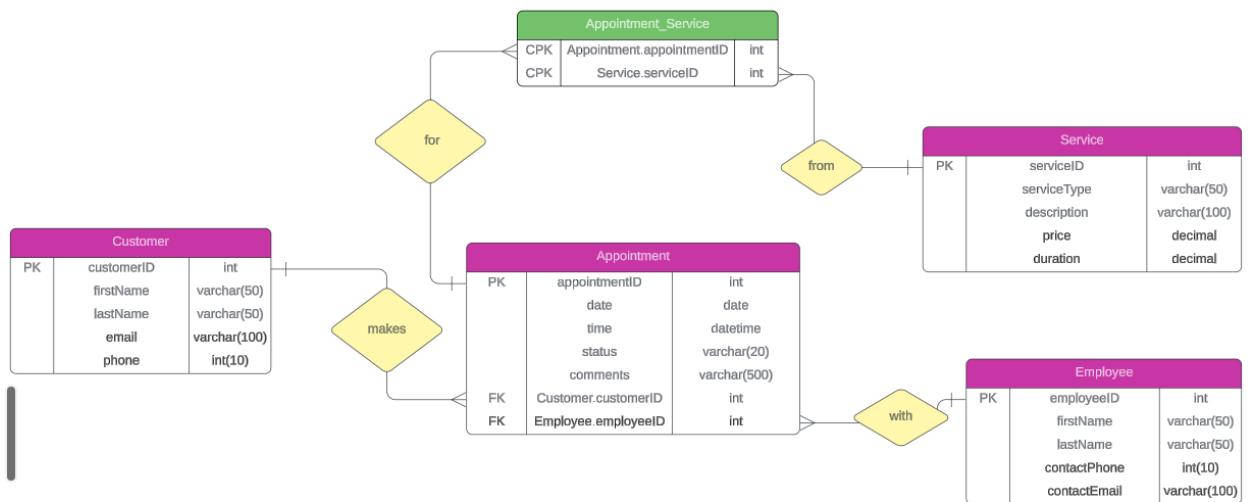
System Design

Personas

Amanda: is an 18 year old student who is about to graduate from high school. She wants to celebrate and commemorate her achievement by dressing up her appearance for graduation day. She is looking for a nail technician that will offer available time slots that align with her timely needs. She hopes to secure an appointment before the graduation ceremony, so that all of her beauty appointments are scheduled smoothly. With Nal's Nails' listed time slots, Amanda is able to select a choose a reasonable time and day that works with her schedule.

Nana: wants to find nail technicians who do more than paint simple colors on nails. She wants to spruce up her nails by achieving a particularly fancy design. Not many nail technicians that she's been to in the past have been experienced enough to create fancy nail designs. With the viewable gallery of Nal's Nails, Nana can view the types of designs that Nal can create. Nana can also communicate with Nal through the contact form for a design consultation.

Crystal: is tired of paying high prices for mediocre service at large nail salons. She notices that even with the high prices she pays at large nail salons, the nail technician that serves her won't get paid as much without a large tip. even with large tips, Crystal notices that the tips will sometimes be split amongst a large team of employees. Crystal wants to find a local nail business where she knows her payment will directly benefit the nail technician, while also receiving stellar service. On Nal's Nails' "About" page, she can affirm that her patronage will 100% benefit the small business.

Scenarios

Amanda wants to book an appointment that will align with her busy schedule.	Amanda finds all of her local nail salons to be booked out two months from now. She has difficulty finding a nail technician's availability in the coming weeks.
Nana wants to find a nail technician with diverse skills who does not offer boring nail designs.	Nana is bored with all of her local nail salons because she keeps encountering inconsistent and inexperienced service from them.
Crystal wants her patronage to directly benefit her nail technician.	Crystal searches for local small businesses that look like they don't exploit their employees.

User Task Lists

1. Amanda wants to book an appointment to do a manicure for her upcoming graduation in three weeks.
2. Amanda wants to view the availability of a local nail technician's schedule.
3. Amanda searches for local nail salons and businesses.
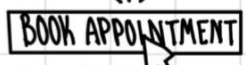
4. Amanda views Nal's Nails' appointment availability and searches for open time slots.

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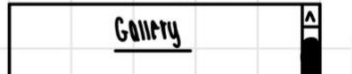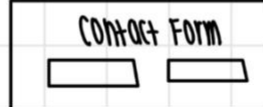
1. Nana wants to be find a nail technician that can do rhinestone nail designs.
2. Nana views Nal's Nails' gallery of nail photos.
3. Nana goes to the contact form page for further inquiries discussing the kind of rhinestone designs she would like to get.

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1. Crystal wants to support a local nail business so that her transactions directly benefit the service provider.
2. Crystal views the business's testimonials and gallery from past customers to learn more about the quality of their work.
3. Crystal reads the "About" page of Nal's Nails to learn more about the business and their values.

Storyboards

Logo Design

Low Fidelity Prototype

Homepage

LOGO   LINK LINK LINK LINK

Contact

LOGO   LINK LINK LINK LINK

CONTACT US

Booking

LOGO   LINK LINK LINK LINK

BOOK APPOINTMENT

Services

LOGO   LINK LINK LINK LINK

HEADER 1

HEADER 1
HEADER 2

HEADER 1

About

LOGO   LINK LINK LINK LINK

HEADER 1

Privacy Policy

LOGO   LINK LINK LINK LINK

HEADER 1

Cancellation Policy

LOGO   LINK LINK LINK LINK

HEADER 1

Terms and Conditions

LOGO   LINK LINK LINK LINK

HEADER 1

Project Planning

During this project, I have used Notion as a project planner. Within my Notion, it holds a database for my Gantt Chart, as well as a Kanban board to show which tasks are in progress or completed.

It was not realistic for me to finish this project within the typical 8-week span. I was graced with an extra extension that granted another semester. Thus, I will explain how long it actually took for me complete each phase of the project, rather than divide the workload into weeks.

Project Planning began on August 22, 2023, where I began my interview with my client. Luckily that ended on October 25, 2023. This phase included the project proposal, stakeholder's map, project scope, project timeline, and success measurements.

For the Project Design Phase, I began around September 11, 2023. I developed the personas, scenarios, site structure, ERD, three prototypes, logo design, user task list, and storyboards. This phase closed on November 13, 2023.

For the Project Development phase, it took me much longer to complete. I started developing on November 1, 2023 but did not complete until around February 29th, 2024. The variety of tasks in this phase included systems specifications, function development, database development, server-side development, debugging, and finalizing Version 1. Function development took up the bulk of time because I realized that I stretched my abilities beyond my comfort zone by working with CSS concepts and JavaScript concepts that challenging to me. I had not worked developing a design concept that did not include a site of entirely orderly boxes and rows – I worked on upsetting the regular page flow and interlocking database tables.

Usability Testing began pretty late because of the length of time it took to complete function development. It started on March 2nd 2024 and ended on March 4th, 2024.

Deployment began on March 3 2024 and ended on March 5, 2024. This includes deploying onto different servers like Heroku and the virtual server.

Finally, the Capstone Report is written on March 4th, 2024.

This wraps up the project planning and rough timeline for this capstone.

In this section, I am including the link to the Gantt Chart of this project, where it also showcases dependencies between phases: Gantt Chart.

Usability Study Methodology

Two main research methodologies are applied to this program. Both will be qualitative methods for the sole reason that the research question and issue does not require numerical data. The function of appointment scheduling could be quantifiable; however, it would not serve the purpose for the research that this project is interested in. The main methodology will be interviewing. Interviews and follow-up interviews are planned to mainly be with the business owner, Sinal. This method was chosen because it is the best way to extract the needs of the business owner from their viewpoint. Initial interviews will help to reiterate what the business goal is, which will be touched on repeatedly during deployment. Interview follow-ups will be crucial as the web application gets close to deployment date because the project keep its core focus on serving the business owner's needs with/and their customers. Working closely with the customers, who make up the majority of the target user audience, surveys will be sent out for follow-up after using the web application. Surveys will be sent to current and prospective customers in order to extract their user experience with the booking process.

Essentially, interviews will serve the purpose of iterating back on the project goals with Sinal and only Sinal. As for surveys, this methodology will be practiced only on customers with their experience and insight in mind. Interviews will consist of approximately five or more questions. Surveys will likely consist of four or more questions in order to keep the research process less cumbersome, but it will be focused on asking straightforward user experience questions.

Another essential usability test methodology will include having a target user walk through a list of tasks in real time. A list of tasks will be set out for the participant, and they will be moderated as they complete the tasks. Despite actively moderating, the moderator will not

interfere with the task completion process. The session will be recorded and incentivized in the same manner interviews are held.

Needs Finding

The type of data collection methods to use for needs finding will involve qualitative measures. The first interview with the client highlights their wishes for how the project will turn out.

Interview Script

1. What's your objective with your nail business?

2. Who do you intend to ideally serve?

3. Who do you expect your target audience to be from and what would their background be like?

4. Why would this group of people be your target audience?

5. What kind of issues do you think people would have when currently trying to contact you to have their manicure?

6. Is there a way you'd want your clients to contact you? Would you prefer phone calls or having a formal appointment booking system?

7. If you could have a booking system, are there any features that you'd like on there to help you as a business owner?

8. If you had a website that could help organize your business and appointments, what kind of additional features would you like on there for your clients? For yourself?

9. Have you had experience with booking appointments with other services?

10. What did you like about booking an appointment on that/those site(s)?

Surveys will be sent out to a few target users after they have gone through the process of booking an appointment. Once their survey is complete, the individual will receive an incentive for their participation.

Pre-Designed Survey Questions

1. How simple was it to book your appointment?

2. Did you feel as though you got all the information you needed to book an appointment with Sinal?

3. Did Sinal's availability slots align with your availability?

4. What improvement do you think the form could use?

5. Do you have any more ideas, thoughts, or concerns about the scheduling process?

Research Data Collection Instruments

The core instrument being used for usability testing will involve surveys and walk-throughs where a target user performs a set of tasks in front of the moderator. For surveys, these will consist of four to five questions that will try to assess the experience of booking an appointment through the web application. These surveys will be sent immediately after the target user sends a request through the appointment system. The reason why the survey will be less than ten questions is to ensure that the survey will be completed and that it will focus on asking questions directly about the research goal. Another reason why surveys will be justifiably short is because there will be more than one survey being sent out and created over the agile process of this project. Survey responses will be recorded after completed.

An interview with Sinal kicked off the project for the purpose of needs-finding. Without understanding the scope of the project, the project will end up consisting of useless functions and serve non-stakeholders. Follow-up interviews will be conducted after each phase to ensure that Nal's Nails also satisfies the owner's needs in order to increase their productivity. The interview typically consists of about five or more questions and are generally held in person. However, for follow-ups, there will be leeway for virtual sessions. Generally, interviews are audio recorded. Otherwise, in special cases, messages in different formats will still be recorded.

As for user testing prior to deployment, a target user will be asked to complete a task list while moderated. This session will be in person so that mouse tracking and comments will be recorded in real time. The data for this method will be collected through a screen recording and then transcribed.

Interview Script

Script: Setup

Because this is the first interview, there will be more interviews to come in order to iterate through the research and development process. This interview will be held in-person in a quiet and non-disruptive room of the interviewee's house. The questions and incentives will be on a table that sits between the interviewee and the interviewer. This interview will be recorded as an audio tape for reference. Items include the tablet with questions, a phone for audio recording, and incentives for the interviewee.

Script: Intro & Participant Background

Good afternoon, my name is Lisa and I thank you for making the time to meet with me today to talk about my capstone project with me. First, I need your permission to record this interview.

(If it is not ok to record) – That is perfectly fine. I really would like for

you to be comfortable with this process. Please be aware that this might extend the interview a little.

(If it is ok to record) – Thank you for your permission to record this interview. This will help me in case I miss anything during this process.

Now that we have that out of the way, please give me some words about your background and how you will be connected to this project, as well as how you see your influence affecting the final outcome of this project.

Now that we have some background, do you mind if we start with the interview questions?

Script: Main Interview Questions

1. What's your objective with your nail business?

2. Who do you intend to ideally serve?

3. Who do you expect your target audience to be from and what would their background be like?

4. Why would this group of people be your target audience?

5. What kind of issues do you think people would have when currently trying to contact you to have their manicure?

6. Is there a way you'd want your clients to contact you? Would you prefer phone calls or having a formal appointment booking system?

7. If you could have a booking system, are there any features that you'd like on there to help you as a business owner?

8. If you had a website that could help organize your business and appointments, what kind of additional features would you like on there for your clients? For yourself?

9. Have you had experience with booking appointments with other services?

10. What did you like about booking an appointment on that/those site(s)?

Script: In Closing

Thank you for participating with me in this interview! I have a couple more questions for you.

Would working with me on this project seem manageable to you? Is there anything else that you'd like to share in this interview? Do you have any questions or concerns about the project?

Thank you for being here! I appreciate your time.

Online Surveys

All survey questions are given a scaled of choices ranging from *Strongly Agree* to *Strongly Disagree*.

1. I found this system unnecessarily complex.
2. I thought the system was easy to use.
3. I think that I would need the support of a technical person to use this system.
4. I found that the various functions of this system were well integrated.
5. I thought there was too much inconsistencies in this system.
6. I would imagine that most people would learn to use this system quickly.
7. I felt very confident using this system.
8. How satisfied were you with the booking process?
9. How likely are you to recommend the website to a friend or colleague?
10. Would you consider booking another appointment on the website in the future?

I found this system unnecessarily complex.

Answered: 4   Skipped: 0
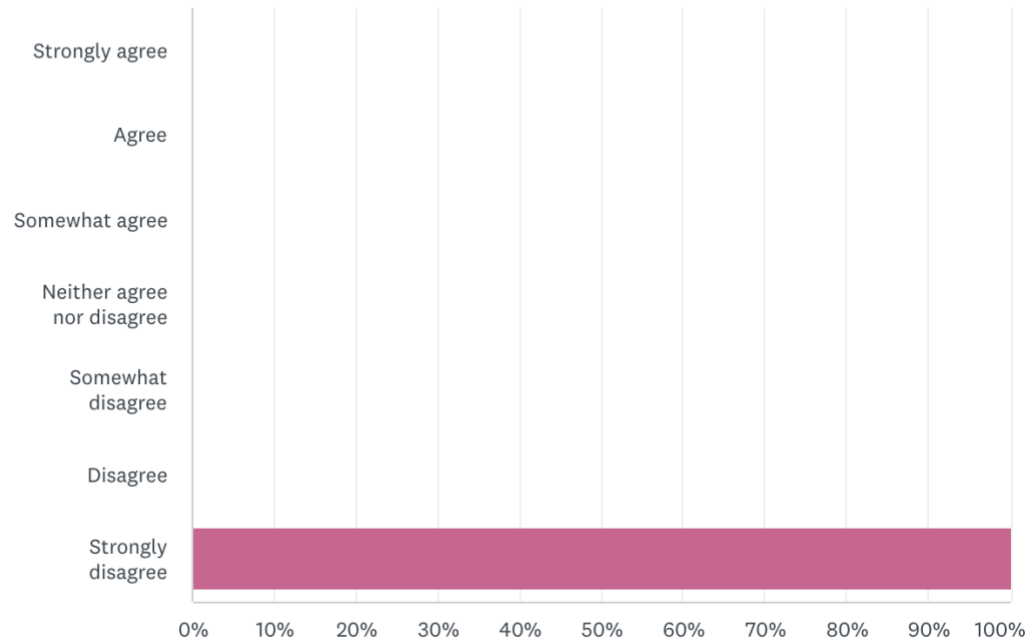
Response	Percentage
Strongly agree	
Agree	
Somewhat agree	
Neither agree nor disagree	
Somewhat disagree	
Disagree	
Strongly disagree	100%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

I think that I would need the support of a technical person to use this system.

Answered: 4   Skipped: 0

Response	Percentage
Strongly agree	
Agree	
Somewhat agree	
Neither agree nor disagree	
Somewhat disagree	
Disagree	
Strongly disagree	100%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
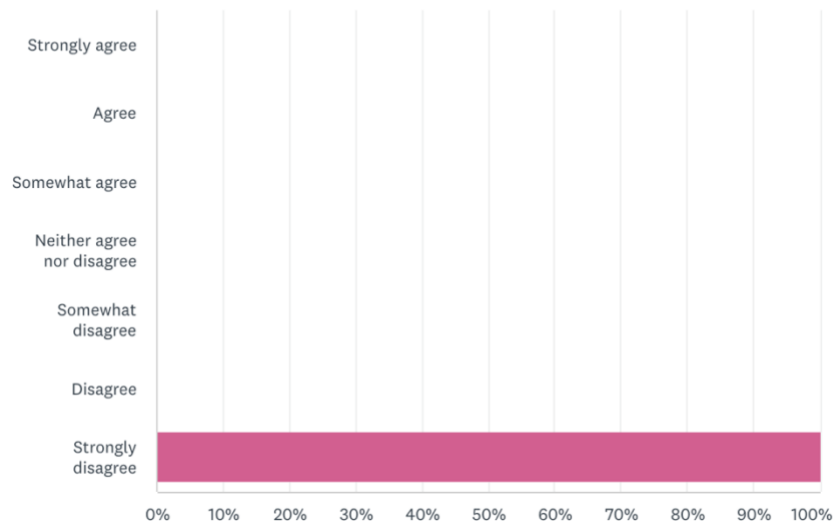
I found that the various functions of this system were well integrated.

Answered: 3   Skipped: 1

Strongly agree	████████████████████████
Agree	
Somewhat agree	
Neither agree nor disagree	
Somewhat disagree	
Disagree	
Strongly disagree	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
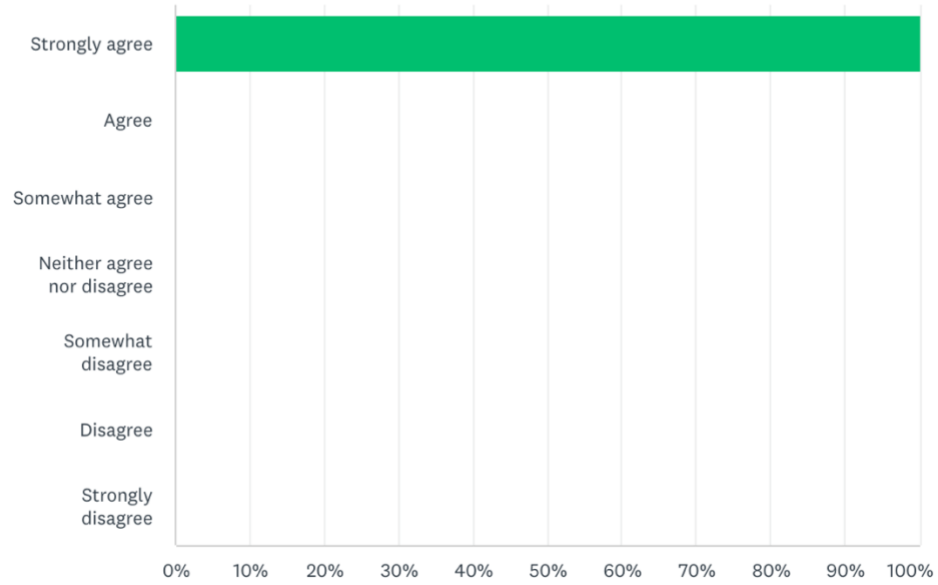
I thought there was too inconsistencies in this system.

Answered: 4   Skipped: 0

Strongly agree	
Agree	
Somewhat agree	
Neither agree nor disagree	
Somewhat disagree	
Disagree	█████
Strongly disagree	███████████████

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
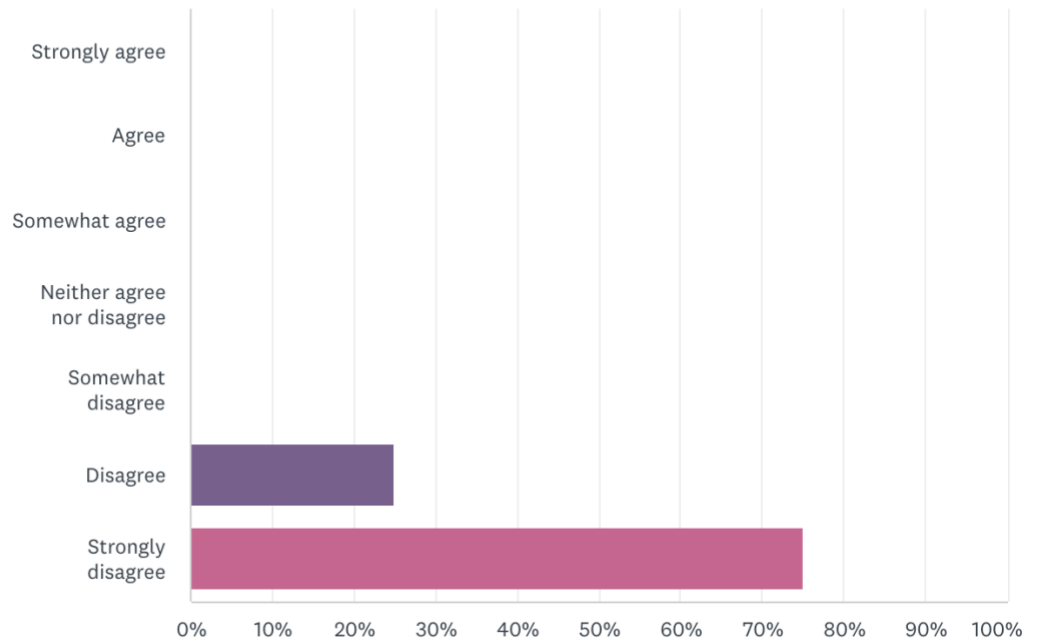
I would imagine that most people would learn to use this system quickly.

Answered: 4   Skipped: 0
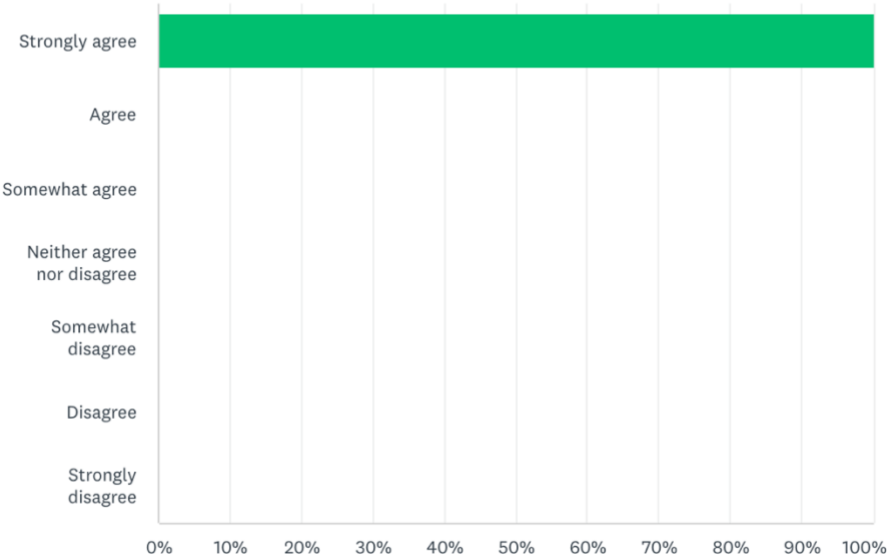
I felt very confident using this system.

Answered: 4   Skipped: 0
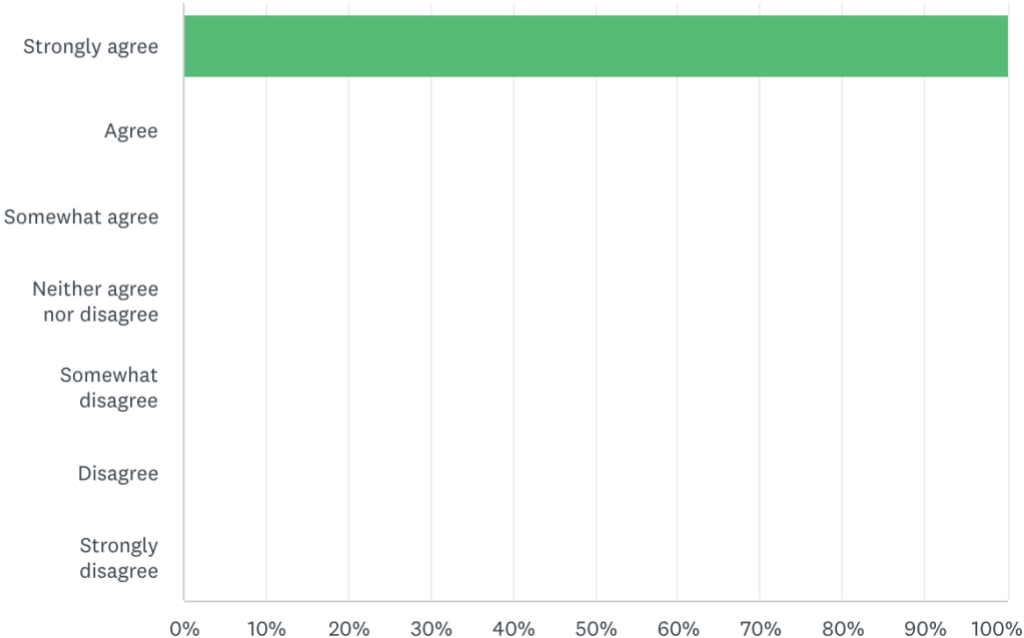
How satisfied were you with the booking process?

Answered: 4   Skipped: 0

Strongly agree	
Agree	
Somewhat agree	
Neither agree nor disagree	
Somewhat disagree	
Disagree	
Strongly disagree	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
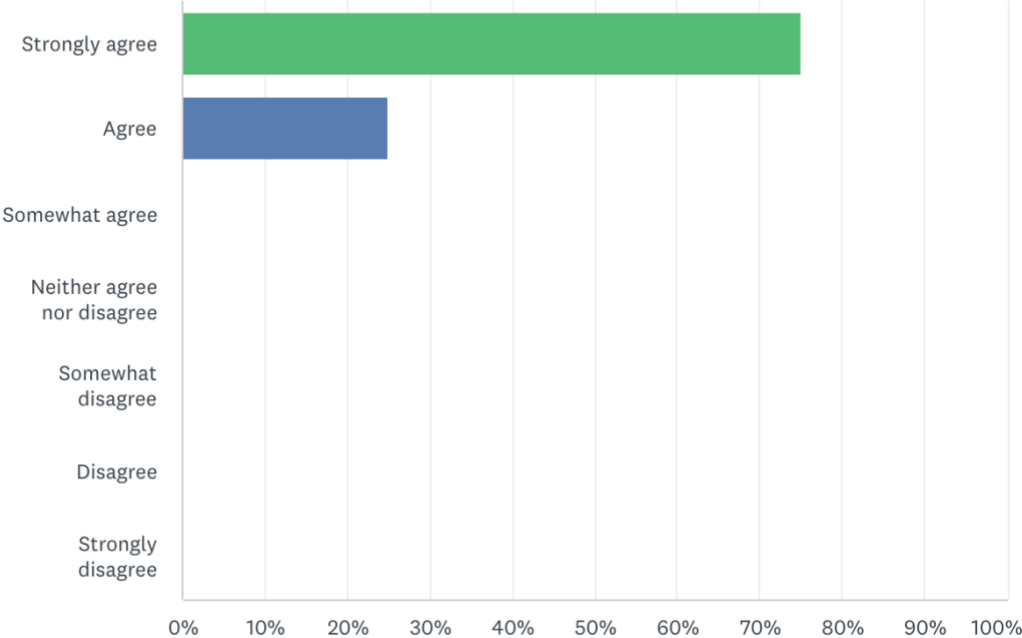
How likely are you to recommend the website to a friend or colleague?

Answered: 4   Skipped: 0

Strongly agree	
Agree	
Somewhat agree	
Neither agree nor disagree	
Somewhat disagree	
Disagree	
Strongly disagree	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
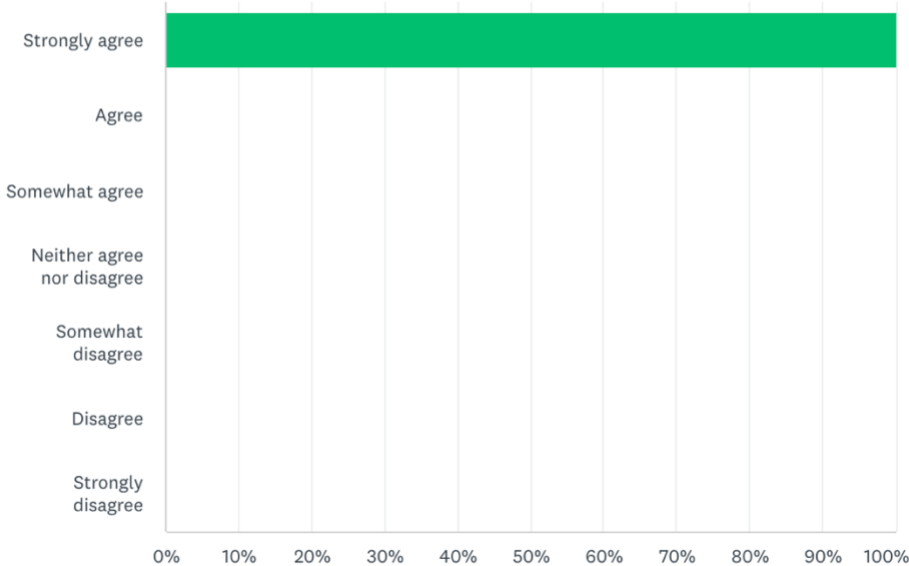
Would you consider booking another appointment on the website in the future?

Answered: 4   Skipped: 0

	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Strongly agree											
Agree											
Somewhat agree											
Neither agree nor disagree											
Somewhat disagree											
Disagree											
Strongly disagree											
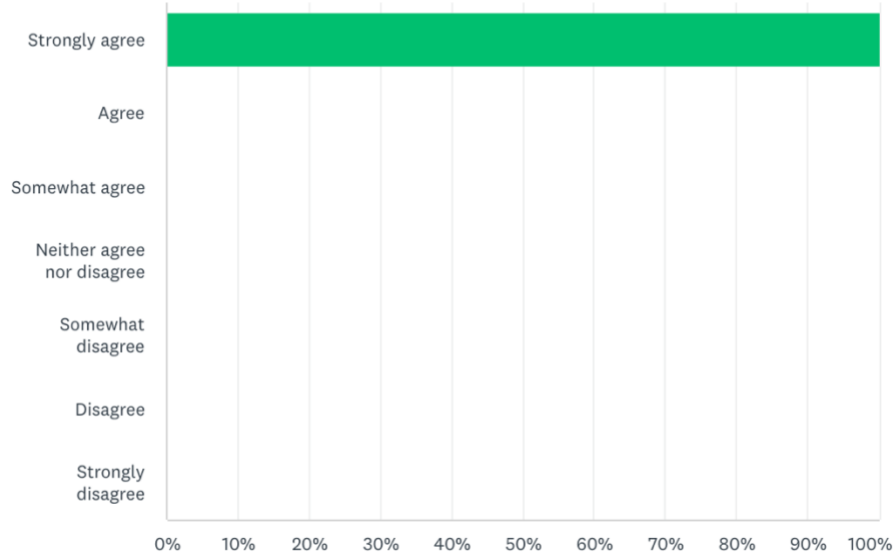
I thought the system was easy to use.

Answered: 4   Skipped: 0

	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Strongly agree											
Agree											
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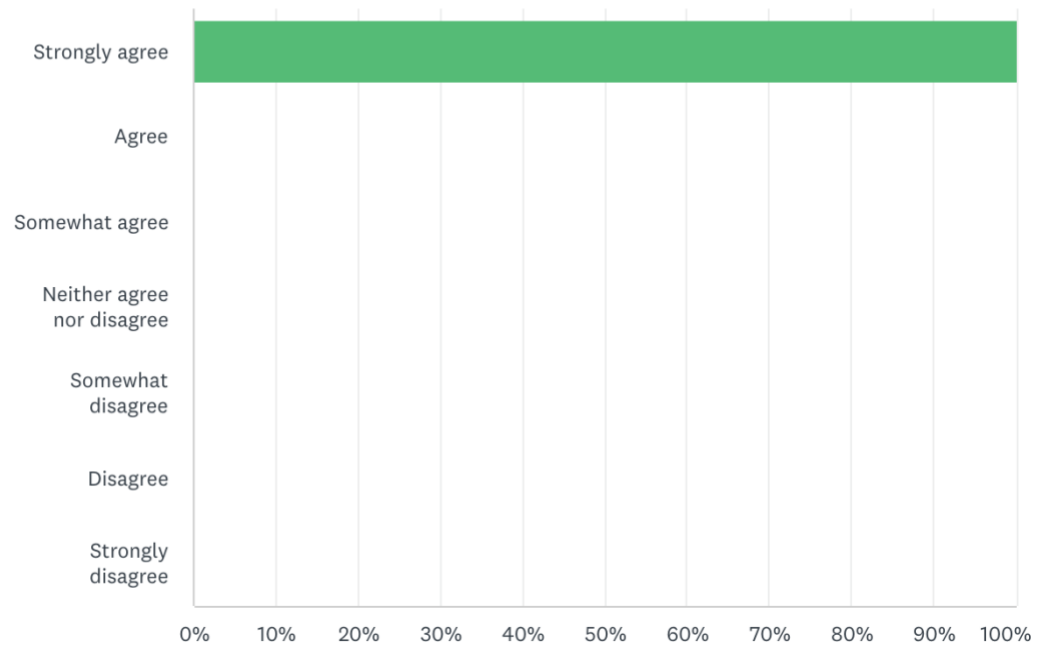
Based on these findings, it seems as though the site is fairly easy to navigate through for users. It seems as though the forms and form functions were clear and understandable to the

users. Upon asking questions about the comfortability of browsing, users said that they felt fairly comfortable doing so. They reported that pages were easy to use and look through. I think that I will improve on providing a confirmation page upon form submissions in the future for added certainty. I think that users would also love to be able to a bigger carousel for browsing through photos just so that it is easier to critique the salon.

I didn't have many issues with collecting data records or even getting the contact form to submit. I did, however, have countless backend and server-side issues. I have been running to the problem of my database not connecting to my deployed site through Heroku. I've run into the issue of having duplicate records showing in a table. I've run into broken PHP files that deprecated because of file mishaps and database disconnection. I've run into issues with column sizing and z-index properties.

While this application sounded theoretically easy to make and deploy, it became one of my biggest challenges to date. It challenged my knowledge of CSS positioning. It challenged what I thought I could produce with the Bootstrap framework. It challenged my ideas for a carousel design with deprecated framework utility classes. These challenges all pushed to my function development to go well over two months. The most current challenges include connecting to a public database via Heroku and ensuring that it runs. I currently have a missing Booking page, which encapsulates the entire function of the website. I am running into failures with Git commits and have read version control logs until my eyes have rolled over. And lastly, I am eye to eye with the challenge of making everything to the finish line with time and I am barely making it.

Going forward, I refuse to give up on this application. I've had the grace of my database professor, my friends, and classmates who have held me up during this grueling process. After

this project is wrapped, I will continue to work on debugging my database connection issues. I will continue to configure carousels and modify them for mobile usage. There will changes made to the booking form that will allow for proper availability slots. I will configure z-index elements to make then mobile-friendly as well. I had not been able to finish adding in additional images to the site, nor modify the service list. After these configurations, I will move forward to deploy this application into real world usage and serve my client.

Version 1 and 2

HEY GIRL, HEY!

Nal's Nails is equipped with state-of-the-art nail detail work that provide precise and efficient manicure services. Simply choose your desired nail shape, polish color, and sit back as the machine trims, files, and polishes your nails to perfection. With Nal's Nails, you can enjoy a quick and convenient manicure experience coming from a dedicated nail technician.

BOOK APPOINTMENT
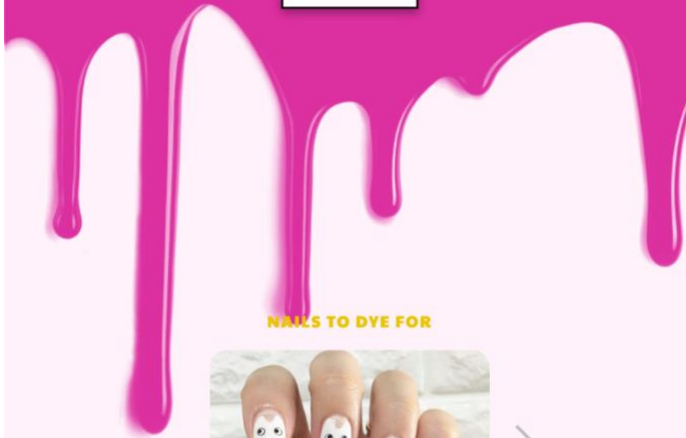
NAILS TO DYE FOR

Nal's Nails offer a wide range of pretty manicure designs that will enhance the beauty of your nails. From elegant ombre gradients to intricate lace patterns, I can create stunning manicure designs that are sure to turn heads.

GET NAIL'D

NAIL SHAPES WE OFFER

OVAL   ALMOND   COFFIN   STILETTO

PRESS, PRESS, PRESS, PRESS, PRESS

MANI DON'T NEED NO PRESS

I absolutely loved my manicure at your salon - Sinai was skilled, the color was perfect, and my nails have never looked prettier!

JOEY TRIBBIANI

Nal's Nails

PRIVACY POLICY
CANCELLATION POLICY
TERMS OF SERVICE

BOOK NOW

CONTACT

Nal's Nails

BOOK ME

FIRST NAME*

LAST NAME*

EMAIL ADDRESS

PHONE NUMBER*

DATE*

mm/dd/2024

TIME*

--:-- --

SERVICE TYPE*

SERVICE PROVIDER*

NOTES

SCHEDULE APPOINTMENT

Nal's Nails

PRIVACY POLICY
CANCELLATION POLICY
TERMS OF SERVICE

BOOK NOW

CONTACT

NAILS DONE, HAIR DONE

EVERYTHING DID

As the sole nail technician, I am dedicated to providing exceptional nail services to my clients. With years of experience and extensive training, I offer a range of services to cater to individual preferences and requirements. Whether you need a basic manicure and pedicure or desire more elaborate treatments like gel nail extensions or intricate nail art, I can provide a personalized and professional service. I am committed to using high-quality products and techniques to ensure your nails not only look beautiful but also remain healthy and strong. My goal is to create a relaxing and enjoyable experience, leaving my clients with perfect nails that they are proud to show off.

ALL SERVICES

IT'S WHATEVER YOU LIKE

As the sole nail technician, I am delighted to offer a range of comprehensive nail services tailored to suit the individual preferences of each client. I specialize in providing basic manicures and pedicures, where I focus on shaping and filing the nails, tending to cuticles, and providing a soothing massage to help you relax. Additionally, I offer gel polish application, providing a longer-lasting and chip-resistant finish that will keep your nails looking flawless for weeks. For those seeking nail extensions, I offer acrylic or gel options to add length and strength to your natural nails, creating a beautiful and durable result. Furthermore, I take pride in my expertise in nail art, offering a variety of designs and techniques to suit different styles and occasions. Whether you're interested in chic minimalist nail art or intricate and colorful designs, I am dedicated to bringing your ideas to life.

In addition to providing a wide range of nail services, I am committed to maintaining the highest standards of cleanliness and sanitation. All my tools and equipment are meticulously cleaned and sterilized after each use, ensuring a safe and hygienic environment for my clients. I prioritize the health and well-being of your nails, using only high-quality products that are safe and gentle on your natural nails. As the sole nail technician, I provide personalized attention and focus on delivering a truly relaxing and enjoyable experience. My goal is to ensure that every client leaves my salon feeling satisfied and with beautifully manicured nails that they can be proud of.

NAIL SHAPES WE OFFER

YOU WANT IT, YOU GOT IT

OVAL   ALMOND   COFFIN   STILETTO

CAME THRU DRIPPIN'

DRIP DRIP

>

HIT ME UP

FIRST NAME*

LAST NAME*

EMAIL ADDRESS

PHONE NUMBER*

SUBJECT*

MESSAGE*

SEND MESSAGE

ABOUT ME

Hello, I'm Sinal, the proud owner of Nal's Nails, where we transform nails into exquisite works of art. With a passion for creativity and an eye for detail, I founded this business with the mission to elevate the nail care experience. With years of experience in the beauty industry and a dedication to staying updated with the latest trends and techniques, I strive to provide top-notch services tailored to each client's unique preferences and personality. Whether it's a classic manicure, intricate nail art designs, or indulgent spa treatments, my team and I are committed to delivering exceptional results that leave our clients feeling confident and beautiful.

At Nal's Nails, we prioritize not just the aesthetics but also the health and well-being of our clients' nails. Using high-quality products and adhering to strict sanitation standards, we ensure a safe and relaxing environment for everyone who walks through our doors. Our goal is to foster a sense of community and empowerment, where clients can unwind, express themselves, and leave with nails that reflect their individual style. With a blend of professionalism, creativity, and personalized care, we invite you to experience the luxury of nail services redefined.

PRIVACY POLICY

At Nal's Nails, we value and prioritize the privacy of our customers. This privacy policy outlines how we collect, use, disclose, and protect any information that you provide when using our nail service.

Information we collect:

  - Personal identification information such as name, contact details, and address.
  - Payment information necessary to complete transactions.
  - Any other information relevant to customer surveys and offers.

How we use the information:

  - To process and fulfill your nail service appointments.
  - To improve our services and tailor them to your preferences.
  - To send promotional emails about new treatments, special offers, or other information we think you may find interesting.
  - To contact you for market research purposes, using the contact details you have provided.
  - To ensure compliance with any legal obligations.

Security:

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Disclosure of information:

We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so.

Controlling your personal information:

You can choose to restrict the collection or use of your personal information by contacting us. If you believe that any information we are holding is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

By using our nail service, you agree to the terms outlined in this privacy policy. We may update this policy from time to time by posting a new version on our website. It is your responsibility to review this policy periodically to ensure you are aware of any changes.

If you have any questions or concerns about our privacy policy, please contact us for further assistance.

CANCELLATION POLICY

At Nal's Nails, we understand that sometimes circumstances arise that may require you to cancel or reschedule your nail service appointment. We kindly request that you provide us with advanced notice so that we can accommodate the needs of our customers and staff effectively.

Cancellation and rescheduling guidelines:

1. If you need to cancel or reschedule your appointment, we ask that you provide us with at least 24 hours' notice. This allows us to offer the appointment slot to another customer who may be on our waiting list.
2. For cancellations or rescheduling requests made less than 24 hours before your appointment, we reserve the right to charge a cancellation fee of $35 or a percentage of the service cost. This fee compensates our technicians and covers any additional costs incurred due to the late cancellation.
3. In the event of a no-show (when a customer fails to show up for their scheduled appointment without prior notification), we reserve the right to charge a no-show fee equivalent to the full cost of the scheduled service.

Exceptions:

We understand that emergencies and unforeseen circumstances can arise. If you have a valid reason for not being able to provide the required notice, please contact us as soon as possible to discuss your situation. We will do our best to accommodate you and handle the situation on a case-by-case basis.

Booking deposits:

For certain services, we may require a booking deposit to secure your appointment. This deposit is non-refundable in the event of a cancellation or no-show, as it ensures that the service time is reserved exclusively for you.

We appreciate your understanding and cooperation in adhering to our cancellation policy. By booking an appointment with us, you agree to the terms and conditions set forth in this policy. If you have any questions or need to cancel or reschedule your appointment, please contact us promptly.

TERMS OF SERVICE

Welcome to Nal's Nails! We're excited to have you as a valued customer. Please read these Terms of Service carefully before accessing or using our nail services.

Acceptance of Terms
By accessing or using our nail services, you agree to comply with and be bound by these Terms of Service. If you do not agree with any part of these terms, you may not access the services.

Services Offered
Our nail service business provides a range of nail care services including manicures, pedicures, nail extensions, nail art, and related services as described on our website or in-person.

Appointment Booking
Appointments can be made through our website, phone, or in-person booking system. We require a deposit or prepayment for certain services, which is non-refundable unless the appointment is canceled within the specified time frame.

Cancellation Policy
We understand that sometimes cancellations are necessary. However, we require at least 24 hours' notice for cancellations or rescheduling. Failure to provide sufficient notice may result in a cancellation fee or forfeiture of the deposit.

Refunds
Refunds are provided only in accordance with our cancellation policy or if there is a documented issue with the service provided. Refunds are processed using the original payment method.

Client Responsibilities
Clients must arrive on time for their appointments and adhere to any guidelines provided by our nail technicians. Clients must also disclose any relevant health information or conditions that may affect the nail service.

Health and Safety
We prioritize the health and safety of our clients and staff. We adhere to strict hygiene and sanitation practices and use high-quality, sterilized equipment. Clients are expected to notify us of any health concerns or conditions prior to receiving services.

Conduct
We maintain a professional and respectful environment for all clients and staff. Any form of harassment, discrimination, or inappropriate behavior will not be tolerated and may result in immediate termination of services.

Liability
Our nail service business is not liable for any damages, injuries, or allergic reactions that may occur as a result of the services provided. Clients assume all risks associated with the nail services.

Intellectual Property
All content, including logos, designs, and images, are the property of our nail service business and may not be reproduced or used without permission.

Modification of Terms
We reserve the right to modify these Terms of Service at any time. Any changes will be effective immediately upon posting on our website. Continued use of our services constitutes acceptance of the modified terms.

Governing Law
These Terms of Service are governed by the laws of Georgia Code § 9-10-73 (2020), without regard to its conflict of laws principles.

Thank you for choosing our nail service business. If you have any questions or concerns about these Terms of Service, please contact us.

Nal's Nails

PRIVACY POLICY
CANCELLATION POLICY
TERMS OF SERVICE

BOOK NOW

CONTACT

References

Bootstrap. (n.d.). Retrieved March 5, 2024, from https://getbootstrap.com/

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Appendix

User Help Document

</div>

Introduction

Nal's Nails is a business website that aims to help clients book appointments, contact the business, and browse nail work from the business owner.

1. Book Appointment | How to Book Appointment

- From the homepage, click on "Book Now" on the navigation bar, or the "Book Appointment" button on the homepage.
- Scroll down to the booking form.
- Input your contact information relating to your name, phone number, and email address.
- Select Date and Time from the corresponding dropdown menus.
- Select a service from the dropdown menu.
- Select a service provider from the dropdown menu.
- Input any comments or notes for the service provider to see.
- Press "Book Appointment" button to book.

2. Contact Form | Contacting the Business

- Input your personal information relating to your name, phone number, and email address.
- Input your Subject Line.
- Input your message.
- Click on "Submit" button to send your message.

9. Troubleshooting and FAQs

Common Issues and Troubleshooting Tips:

- **Problem:** Unable to move into next input field in a form.
    - o **Solution:** Be sure to double check that you are inputting all of the fields within the form prior to moving onto another input field.
- **Problem:** Unable to select service or provider that I want.
    - o **Solution:** Refresh page and ensure that all fields prior to dropdown menus are inputted.
- **Problem:** Page not loading correctly.
    - o **Solution:** Refresh your browser to reload the page. Clear your browser cache and cookies, then try accessing the web app again. If the issue persists, try accessing the web app from a different browser or device to isolate the problem.

Frequently Asked Questions (FAQs):

- **Q:** How can I look at photos of Nal's Nails' work?
    - o **A:** Scroll through the homepage and the Services page.
- **Q:** What if my booking doesn't send?
    - o **A:** Try refreshing your cache and refreshing the page to resend the form.

- **Q:** Can I cancel my appointment if I can't make it?
  - **A:** You may only cancel appointments 24 hours in advance. Please send a contact form to notify Nal's Nails.

Updates and Release Notes

Version 2.0 – March 2024

New Features:

- **Updated booking form view:** Updated input slots to allow for dropdown menus to show prices relating to services.
- **Testimonials:** Updated testimonials to show on homepage.

Bug Fixes:

- Fixed duplicate records for user input in database.
- Fixed error messages from booking appointment form.
- Fixed junction table inside database.

Version 1.1 – February 2024

New Features:

- **New Carousel Slideshow:** Added new slideshow carousels on homepage and Services page.
- **Spinning badge:** Added new spinning badge on Services page.

  Bug Fixes:

- Fixed putting all content and backgrounds into containers, instead of just columns.
- Fixed widths and heights of page sections.
- Fixed z-index flow of upper section of homepage holding carousel.