

In the state of Hawaii, **cosmetologists, hairdressers, estheticians, and nail technicians** must be licensed as well as the shops, salons, and spas in which they operate. Consumers should look for (1) a conspicuously displayed license for the shop, salon, or spa; and (2) a conspicuously displayed license for each operator. If you don't see a license, ask the service provider to show it to you.

### **WHAT KIND OF LICENSE IS NEEDED?**

In Hawaii, there are four different designations of beauty operators: cosmetologists, hairdressers, estheticians, and nail technicians.

**Hairdressers** work on hair.

**Estheticians** perform a variety of services on the scalp and skin, like applying makeup. Services also include cleansing, exfoliating, and removing unwanted hair by waxing or other means, like threading. (Note: An electrolysis license is required to remove hair by electrolysis).

**Nail technicians** cut, trim, polish and color fingernails and toenails, apply artificial fingernails and toenails and perform other related services.

**Cosmetologists** are licensed to provide all services.

Not all practitioners perform all types of services, so it's important to make sure the services offered match the license for the individual offering to perform the services. If a shop is offering a specific service, it must have an appropriately licensed operator to perform the specific service being offered.

### **HOW MUCH WILL IT COST?**

Shops must display either a price list or a sign indicating a price list is available upon request. The price list should include the price of each and every service offered, and the price of each and every product to be used in the service.

### **SANITATION**

All beauty shops must be in full compliance with State public health and safety requirements. These include:

**Sanitary facilities.** All beauty shops (including hair-dressing establishments, hair-styling establishments, manicuring parlors, beauty parlors, and barber shops) must have adequate sanitary facilities, including toilets, hot and cold running water, and sinks or wash basins.

**Towels laundered.** Towels and other fabrics that come in contact with a customer's skin or hair must be sanitized and laundered.

**Tools cleaned and sanitized.** No beauty operator shall use razors, shears, scissors, clippers, tweezers, and fingerbowls unless the item has been thoroughly cleaned and sanitized.

### **REFERRALS**

Looking for someone to provide services for the first time? Ask a friend for a recommendation then check licensing and complaint history with our office. Ask the provider if they're familiar with and how often they perform the service you're asking about. Make sure both the shop and the operator are licensed to perform the service you're asking about.

### **HELPFUL TIPS**

**Got license?** Make sure the person performing the service and the shop where the services are being offered are currently licensed. Make sure the license classification is the right type for the service being performed. A shop may employ **apprentices** who are learning to be beauty operators and can charge for services performed by an apprentice. Apprentices must be registered, supervised, and wear nametags indicating "APPRENTICE" and the category of study.

**Show me the money!** Ask what's included in the price of each service. Remember, a price list should be on display or available upon request.

**Before you begin, ask them to explain the service to you.** Make sure you understand what the service being performed entails and any possible side effects from the lotions, creams, or chemicals being used.

**Talk to me...** Keep the lines of communication open. Don't be afraid to ask if you have questions or to say something if you're experiencing discomfort.

### **And remember...**

Electrolysis is the removal of unwanted facial and/or body hair by use of a tiny needle or probe that conducts electric current. Electrolysis should only be performed by a licensed electrologist. Waxing should only be performed by a licensed cosmetologist or esthetician. Wax should be clean and sanitary. Instruments (sticks) should not be re-dipped.

*Unlicensed activity and violations of Hawaii's licensing laws are investigated by the Regulated Industries Complaints Office. To check licensing status, for information about hiring a licensed professional, or for information about filing a complaint, call the Consumer Resource Center at 587-4274 or visit the State's website at [cca.hawaii.gov/rico/](http://cca.hawaii.gov/rico/).*

## BEFORE YOU SIGN, GO ON LINE

The Department of Commerce and Consumer Affairs (DCCA) and its Regulated Industries Complaints Office (RICO) offer the following tools, tips and services you can use to check out an individual or business:

**Professional and Vocational license search:** Search for information about professionals licensed by DCCA, including beauty operators, cosmeticians, hairstylists, manicurists, and the shops, salons, spas they work for.

**RICO complaint history search:** Search Regulated Industries Complaints Office complaints information for information about complaints filed against licensees and for information about unlicensed activity investigations.

**Office of Consumer Protection complaint history search:** Search Office of Consumer Protection information for complaints about unfair and deceptive trade practices.

**Business Registration name search:** Search for information about businesses registered with the Business Registration Division. Look at: 1) when the business was established, 2) the names of the people involved in the business, and 3) any previous names of the business. Names gathered from this search can be used to search for licensing and complaints history information.

Go to: [cca.hawaii.gov/rico/business\\_online/](http://cca.hawaii.gov/rico/business_online/)  
Checking out a licensee or business on these sites isn't a guarantee, but it's a good step to take that can help you to determine if the licensee or business is qualified to handle your particular job. It's also one of several

steps you can take to protect yourself against unscrupulous or unqualified people.

## RESOURCES

The Department of Commerce and Consumer Affairs (DCCA), and its Regulated Industries Complaints Office (RICO), offer tools, tips, and services you can use to check out an individual or business. Information is available by calling **(808) 587-4272** or online at [cca.hawaii.gov/rico/business\\_online](http://cca.hawaii.gov/rico/business_online).

For information about filing a complaint or to report unlicensed activity, call RICO's Consumer Resource Center at **(808) 587-4272** or visit us online at [cca.hawaii.gov/rico](http://cca.hawaii.gov/rico).

Neighbor island residents can dial the following numbers then 7-4272 followed by the # sign:

Kauai.....	274-3141
Maui.....	984-2400
Hawaii.....	974-4000
Lanai & Molokai.	1-800-468-4644

RICO is the enforcement arm for over forty-five professional boards, commissions, and programs that are administratively attached to the Department of Commerce and Consumer Affairs. RICO receives complaints, conducts investigations, and prosecutes licensing law violations. RICO also prosecutes unlicensed activity through the issuance of citations and by filing civil lawsuits in the Circuit Courts. RICO works to resolve consumer complaints where appropriate and provides consumer education about various issues relating to licensing and consumer protection. RICO also administers the State Certified Arbitration Program (SCAP) for "lemon" motor vehicle claims.

*This brochure is for informational purposes only and not intended for the purposes of providing legal advice. Information provided is subject to change. Printed material can be made available for individuals with special needs in Braille, large print or audio tape. Submit requests to the RICO Complaints and Enforcement Officer at 586-2666.*

# BEAUTY SHOPS, SALONS, AND SPAS



## Regulated Industries Complaints Office

235 S. Beretania Street, Ninth Floor  
Honolulu, Hawaii 96813  
[cca.hawaii.gov/rico](http://cca.hawaii.gov/rico)

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