

How to join ARIS, subscribe to a pro, and book every appointment

For clients: sign up, find a pro, pick a plan, book, request add-ons, tip, and manage your membership.

Standard Operating Procedure · arisgrooming.com

Every step includes a screenshot. Follow them in order — no tech experience needed.

What's in this guide

1. Create your ARIS account
2. Find a pro near you
3. Read a pro's profile
4. Choose and subscribe to a plan
5. Book your appointment
6. Request an add-on service
7. Manage your memberships
8. Pause, cancel or reactivate
9. After your appointment: tip & review
10. Family & linked accounts
11. Your settings and reminders
12. Put ARIS on your home screen
13. Quick checklist & help

Two money rules that apply everywhere in ARIS:

1. Clients pay **you** — ARIS takes **0%** of subscriptions, add-ons, or tips (only Stripe's processing fee applies).
2. Your card is charged **once a month** on the same date, automatically, until you pause or cancel. Add-ons and tips are separate one-time charges you approve yourself.

How ARIS works in 30 seconds

- You **subscribe** to a specific service provider (a barber, stylist or beauty pro) — not to ARIS.
- Your plan (called a **tier**) includes a set number of visits each month.
- Once subscribed, you book your visits yourself from your dashboard — no phone calls, no deposits.
- Your card is charged automatically on the same date each month. You can pause or cancel any time.
- Extras beyond your plan are **add-ons** — one-time charges you approve before they go through.

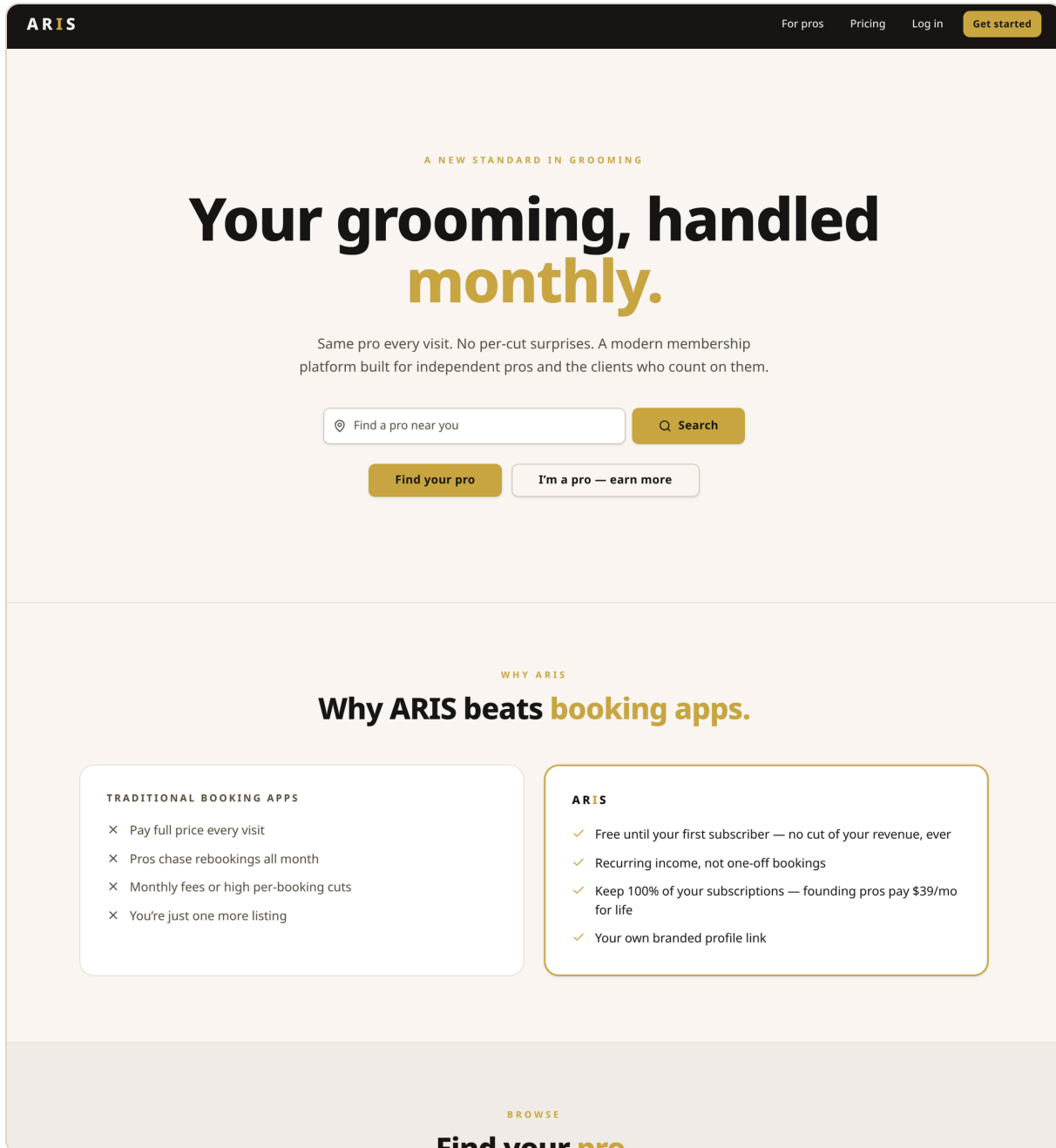
What you pay for	When you're charged	Who gets the money
Your monthly plan	Same date every month, automatically	Your pro (ARIS takes 0%)
Add-on services	Once, right after you approve it	Your pro
Tips	Only when you choose to tip	Your pro
Booking an appointment	Never — included in your plan	—

You can subscribe to more than one pro at the same time — for example a barber for cuts and a beauty pro for nails or lashes. Each membership is billed and managed separately.

1. Create your ARIS account

Step 1.1 — Open the site

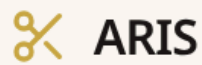
- On your phone or computer, open a browser and go to **arisgrooming.com**.
- You'll land on the ARIS home page.



The ARIS home page — this is where everything starts.

Step 1.2 — Open the sign-up form

- Tap **Sign in** in the top-right corner (on a phone, open the menu first).
- On the next screen, tap the **Create account** tab.



Sign in

Create account

Email

Password

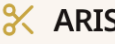
[Forgot password?](#)

Sign in

The sign-in screen. Tap the Create account tab at the top.

Step 1.3 — Fill in every field

- **Full name** — your real name; your pro sees this on their subscriber list.
- **Date of birth** — pick it from the calendar. This decides which tiers you're eligible for (some pros offer a youth tier for ages 17 and under).
- **Phone (optional)** — recommended. Used for appointment reminders if you turn SMS on later.
- **Email** — where confirmations and receipts go.
- **Password** — at least 8 characters.
- Tap **Create account**.

 ARIS

Sign in

Create account

Full name

Date of birth

MM/DD/YYYY



Determines tier eligibility.

Phone (optional)

(404) 555-0100

Email

Password

Create account

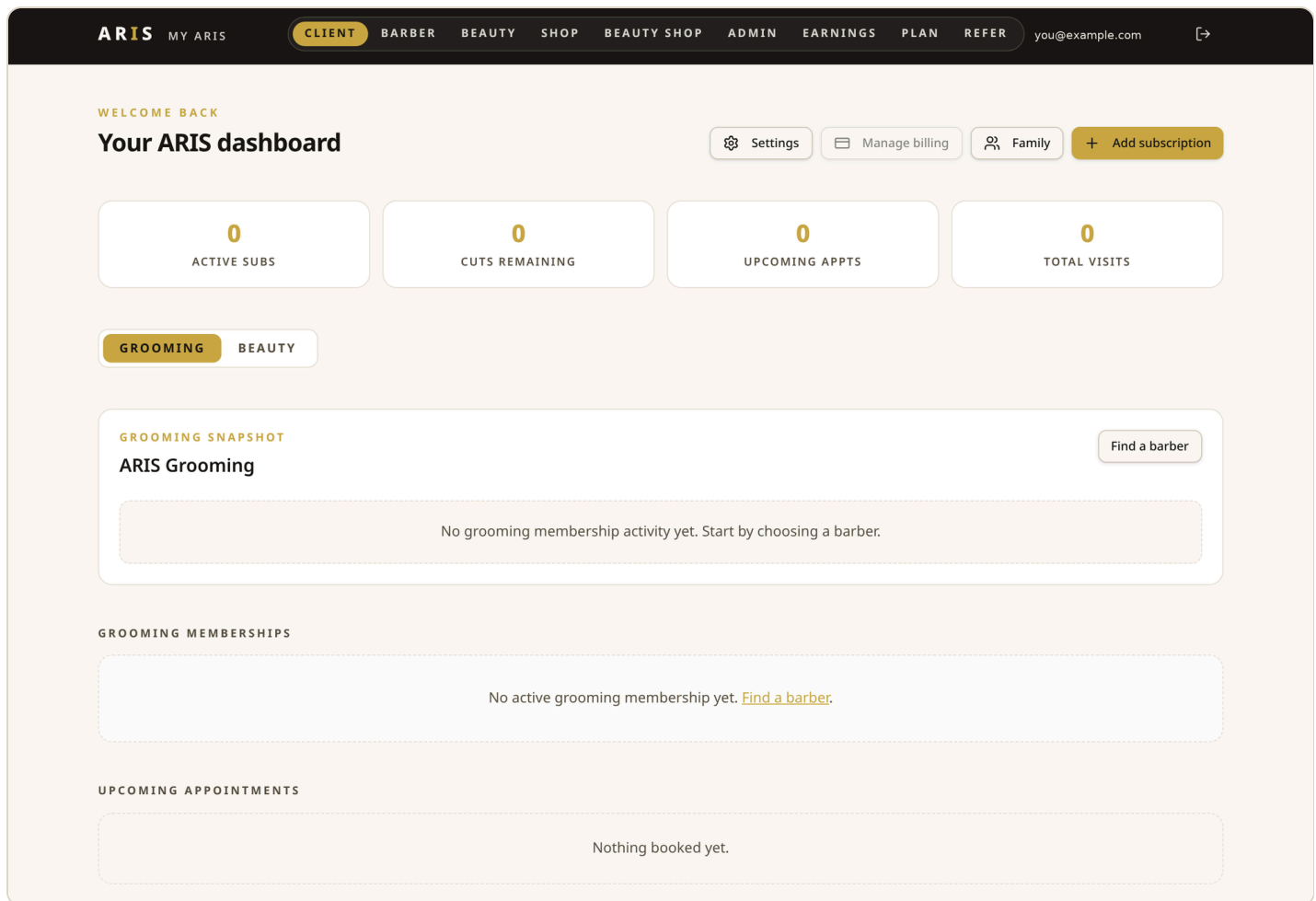
By creating an account you agree to our [Terms](#) and [Privacy Policy](#).
You'll receive booking-related emails. SMS notifications are off until
you opt in from settings.

The Create account form — complete all fields, then tap Create account.

Step 1.4 — Confirm your email

- ARIS emails you a confirmation link. Open the email and tap the link.
- If it isn't in your inbox after a minute, check **Spam** or **Promotions**.
- Once confirmed, sign back in with your email and password.

After signing in you land on **My ARIS** (arisgrooming.com/app) — your dashboard. It's empty until you subscribe to a pro. That's normal.



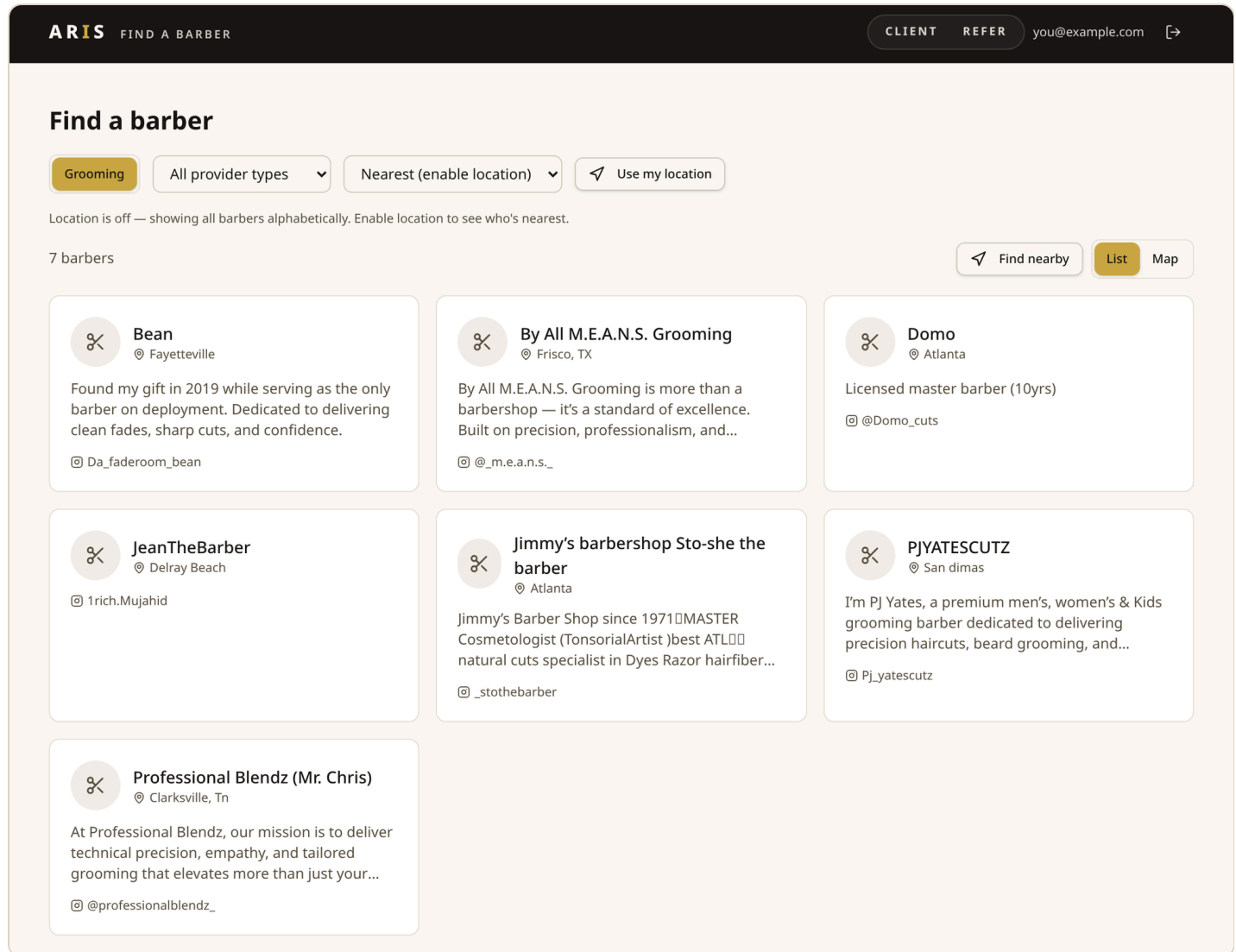
Your brand-new dashboard before you subscribe to anyone.

Forgot your password later? On the sign-in screen tap **Forgot password?**, enter your email, and follow the reset link ARIS sends you.

2. Find a pro near you

Step 2.1 — Open the directory

- From the home page, tap **Find your pro**, or go straight to **arisgrooming.com/discover**.



The Find a pro directory — every approved provider on ARIS.

Step 2.2 — Filter to what you need

- Grooming or Beauty** — switch between barbers/grooming pros and beauty pros (hair, nails, lashes, skin).
- All provider types** — narrow to independent pros or shops/studios.
- Nearest + Use my location** — allow location in your browser and the list re-sorts by who's closest to you.
- List or Map** — switch to Map to see pins for every pro in your area.

ARIS

FIND PROVIDERS NEARBY

CLIENTREFERyou@example.com

Find providers near you

We use your location only to show nearby ARIS providers and approximate distance. It is not stored or shared.

Use my current location

OR SEARCH BY CITY, ZIP, OR ADDRESS

Enter your city or ZIP code to find providers near you.

Privacy: Your location is only used in your browser to compute distance to ARIS providers and improve discovery. We do not store your precise coordinates. You can revoke permission in your browser settings at any time.

Sorting by who's nearest. Tap 'Use my location' and allow location access.

No location prompt? Your browser may have blocked it. You can still browse the full list alphabetically, or search by city name.

Step 2.3 — Open a pro you like

- Tap any card to open that pro's public profile page.
- Pros also share direct links like **arisgrooming.com/@theirhandle** — tapping that link from Instagram takes you straight to their page.

3. Read a pro's profile

The public profile is where you decide if this pro is right for you. Here's what each part means.

ARIS BARBER

CLIENTREFERyou@example.com

[← Back](#)

 This is an **example profile** for illustration only — it is not a real ARIS listing and no real payments are taken. [Browse real pros](#)



Marcus Bell

1180 Edgewood Ave NE, Atlanta, GA

Master barber with 11 years on the clippers. Skin fades, beard sculpting, and lineups that hold all week. Clean chair, on-time appointments, and a standing spot for every member.

@cutsbymarcus

Skin fades

Beard sculpting

Lineups

Kids cuts

After you subscribe, head to [My ARIS](#) to pick a time — slots open across the next 14 days.

ADD-ON SERVICES

One-time extras subscribers can add on top of their plan — charged to the card on file.

Line-up between cuts

Quick edge-up to hold you over mid-month.

\$15.00

Add

Hot-towel beard sculpt

Trim, shape, and hot-towel finish.

\$25.00

Add

Gray blending

Subtle color blend, 20 minutes.

\$30.00

Add

CLIENT REVIEWS

Example reviews — shown for illustration.

"Best fade in the city. Marcus never rushes and the lineup is razor sharp every single time."

ANDRE W. · AUG 09, 2026

"The membership pays for itself. I stopped worrying about booking — my slot is just there."

KEVIN S. · JUL 22, 2026

Choose a plan

Adolescence

\$60.00/mo

2 cuts per month

2 cuts a month for clients 17 and under.

Subscribe

Standard

\$110.00/mo

3 cuts per month

2 cuts a month plus a beard trim.

Subscribe

Premium

\$160.00/mo

4 cuts per month

Weekly cut, beard detail, and priority booking.

Subscribe

VIP

\$1800.00/yr

7 cuts every month, billed yearly

Unlimited cuts and after-hours access, billed once a year.

Subscribe

Example pricing only. Clients pay the barber directly — ARIS takes no cut.

A full provider profile.

The top section

- **Photo, name and address** — tap the address to open it in maps and get directions.
- **Bio** — their experience and style.
- **Instagram handle** — tap it to see their work.
- **Specialty tags** — e.g. skin fades, beard sculpting, silk press, lashes.
- **Portfolio photos** — real work from their chair.

ARIS Grooming — Standard Operating Procedure

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- If they work inside a shop, you'll see a **team member at [shop name]** badge linking to the shop.

Add-on services and reviews

- **Add-on services** — one-time extras with prices, available to subscribers only.
- **Client reviews** — left by real members after completed appointments.



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📷 @cutsbymarcus

Skin fades
Beard sculpting
Lineups
Kids cuts

📅 After you subscribe, head to [My ARIS](#) to pick a time — slots open across the next 14 days.

ADD-ON SERVICES

One-time extras subscribers can add on top of their plan — charged to the card on file.

Line-up between cuts Quick edge-up to hold you over mid-month.	\$15.00	Add
Hot-towel beard sculpt Trim, shape, and hot-towel finish.	\$25.00	Add
Gray blending Subtle color blend, 20 minutes.	\$30.00	Add

CLIENT REVIEWS

Example reviews — shown for illustration.

"Best fade in the city. Marcus never rushes and the lineup is razor sharp every single time."

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"The membership pays for itself. I stopped worrying about booking — my slot is just there."

KEVIN S. · JUL 22, 2026

The add-on services list and client reviews on a pro's profile.

4. Choose and subscribe to a plan

Step 4.1 — Compare the tiers

Scroll to **Choose a plan**. Every pro sets their own prices and their own number of visits. Typical structure:

Tier	Usually includes
Adolescence / Essential	The entry plan — fewest visits per month. Grooming's Adolescence tier is for ages 17 and under.
Standard	A regular monthly rhythm, often with a small extra service included.
Premium	More visits per month plus priority booking (a longer booking window).
VIP	The most visits, best access, and it's billed once a year instead of monthly.

Choose a plan

Adolescence

\$60.00/mo

2 cuts per month

2 cuts a month for clients 17 and under.

Subscribe

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Subscribe

Example pricing only. Clients pay the barber directly — ARIS takes no cut.

The Choose a plan section — visits per month and price for each tier.

Read the small print under each tier — it tells you exactly how many visits are included and what extras come with it.

Step 4.2 — Subscribe

- Tap **Subscribe** under the tier you want.
- If you're not signed in yet, ARIS asks you to sign in or create your account first, then brings you back.
- You're taken to a secure Stripe checkout page. Enter your card details and your email, then confirm.

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Payment is handled by **Stripe**, not by ARIS or your pro. Nobody at ARIS or in the shop ever sees your full card number.

Step 4.3 — What you're charged and when

- You're charged the **full plan price immediately** when you subscribe.
- You're then charged the same amount on the **same date each month**, automatically — no action needed from you.
- VIP plans are billed **once a year** instead of monthly.
- Your visits reset to a full allowance every time the plan renews. Unused visits do not roll over.
- Stripe emails you a receipt for every charge.

Step 4.4 — Confirmation

- After checkout you're returned to ARIS and your new membership appears on **My ARIS**.
- You'll also get a welcome email, and your pro is notified that you joined.

WELCOME BACK

Your ARIS dashboard

[Settings](#)[Manage billing](#)[Family](#)[+ Add subscription](#)

2

ACTIVE SUBS

3

CUTS REMAINING

1

UPCOMING APPTS

14

TOTAL VISITS

GROOMING

BEAUTY

MEMBERSHIPS

Marcus Reed

PREMIUM

✂ PRIORITY BOOKING • 30D WINDOW

2 / 3 cuts left

Renews 9/28/2026 • \$140.00/mo

Book a cut

II Pause

Simone Parker

STANDARD

1 / 2 appointments left

Renews 9/12/2026 • \$95.00/mo

Book a cut

II Pause

UPCOMING APPOINTMENTS

Marcus Reed

9/3/2026, 5:30:00 PM

Reschedule

Cancel

RECENT HISTORY

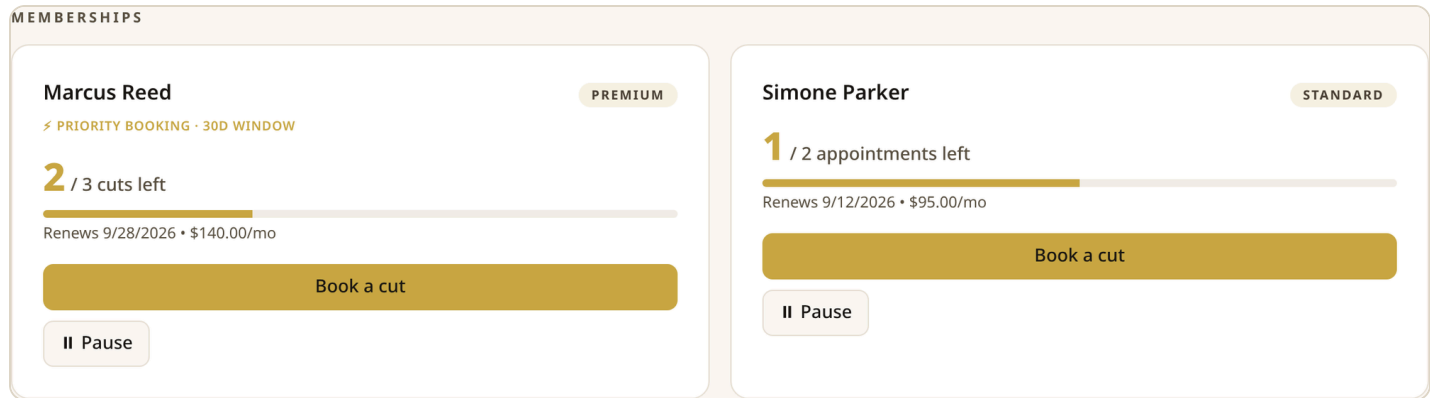
PROVIDER	DATE	STATUS	ACTION
Marcus Reed	8/20/2026	• completed	Tip
Simone Parker	8/6/2026	• completed	Tipped \$10.00

Your dashboard after subscribing — active memberships, visits remaining and renewal dates.

5. Book your appointment

Step 5.1 — Start the booking

- Go to **My ARIS** (arisgrooming.com/app).
- Find the membership card for the pro you want to see.
- Tap **Book a cut** (grooming) or **Book an appointment** (beauty).



Each membership card shows visits remaining, your renewal date and a Book button.

Step 5.2 — Pick a day and time

- A day strip appears at the top — tap the day you want.
- Only times your pro is actually free are shown. Booked slots, closed days and time off never appear.
- Times marked as **suggested** match the days and times you usually book.
- Tap a time, then tap **Confirm booking**.

Pick a time with Marcus Reed ⚡ PRIORITY

Book up to 30 days ahead · ☐ suggested times match your usual.

Sun 30	Mon 31	Tue 1	Wed 2	Thu 3	Fri 4	Sat 5	Sun 6	Mon 7
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9:00 AM	9:45 AM	10:30 AM
11:15 AM	1:00 PM	1:45 PM
2:30 PM	3:15 PM	4:00 PM

Confirm booking

Picking a time. Tap a slot, then Confirm booking.

Step 5.3 — How far ahead you can book

Your tier	You can book up to
Adolescence / Essential	14 days ahead
Standard	14 days ahead
Premium	30 days ahead (priority)
VIP	60 days ahead (priority)

If you try to pick a date beyond your window, ARIS tells you how many days ahead your plan allows. Upgrading your tier widens the window immediately.

Step 5.4 — After you book

- The appointment shows under **Upcoming appointments** on your dashboard.
- You get a confirmation email (and a text, if you turned SMS on), plus a reminder 24 hours before.
- Booking does **not** charge you anything — it's included in your plan.

UPCOMING APPOINTMENTS

Marcus Reed
9/3/2026, 5:30:00 PM

Reschedule Cancel

Upcoming appointments, with Reschedule and Cancel next to each one.

Step 5.5 — Reschedule or cancel a visit

- **Reschedule** — tap Reschedule on the appointment, pick a new time, confirm. Your visit is not used up.
- **Cancel** — tap Cancel. The slot is released and your pro is notified. Your visit is returned to you.
- Please give as much notice as you can — that slot is someone's working hour.

A visit is only deducted when your pro marks the appointment **completed** or **no-show**. Cancelling in advance never costs you a visit.

6. Request an add-on service

Add-ons are one-time extras beyond what your plan includes — a beard sculpt, gray blending, a deep-conditioning treatment. They're available only to active subscribers of that pro.

Step 6.1 — Two ways an add-on starts

- **You request it** — on your pro's profile, in the **Add-on services** list, tap **Add** next to the service you want.
- **Your pro offers it** — after seeing your hair in the chair, they can send you an offer. It appears on your dashboard under **Add-on requests** and you also get an email/text.



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📷 @cutsbymarcus

Skin fades Beard sculpting Lineups Kids cuts

📅 After you subscribe, head to [My ARIS](#) to pick a time — slots open across the next 14 days.

ADD-ON SERVICES
One-time extras subscribers can add on top of their plan — charged to the card on file.

Line-up between cuts
Quick edge-up to hold you over mid-month.

\$15.00

Add

Hot-towel beard sculpt
Trim, shape, and hot-towel finish.

\$25.00

Add

Gray blending
Subtle color blend, 20 minutes.

\$30.00

Add

CLIENT REVIEWS
Example reviews — shown for illustration.

"Best fade in the city. Marcus never rushes and the lineup is razor sharp every single time."

ANDRE W. · AUG 09, 2026

"The membership pays for itself. I stopped worrying about booking — my slot is just there."

KEVIN S. · JUL 22, 2026

Add-on services with their prices — tap Add to request one.

Step 6.2 — Approve the charge

- Open **My ARIS** and look at the **Add-on requests** card at the top.
- Check the service name, the note from your pro, and the price.
- Tap **Approve & pay** to accept, or **Decline** if you don't want it.

ADD-ON REQUESTS

Marcus Reed offered **Beard sculpt + hot towel** for **\$35.00**

"Adding this to your Thursday visit — approve when ready."

Approve & payDecline

An add-on request waiting for your approval.

Step 6.3 — How you're charged

- The charge goes to the **same card** you used for your subscription — you never re-enter card details.
- It's a **one-time** charge, taken only after you tap Approve & pay. Nothing is ever charged without your approval.
- You get a receipt by email, and it appears in your history.
- Add-ons don't use up any of your monthly visits.

If the payment fails (expired card, insufficient funds), you'll get an email and the request stays open. Update your card via **Manage billing** on your dashboard and approve again.

7. Manage your memberships

Everything lives on My ARIS

- Go to **arisgrooming.com/app** — this is your home base.
- The counters at the top show **active memberships**, **visits remaining**, **upcoming appointments** and **total visits** to date.
- Switch between the **Grooming** and **Beauty** tabs to see each side of your memberships.

WELCOME BACK

Your ARIS dashboard

Settings Manage billing Family + Add subscription

2
ACTIVE SUBS

3
CUTS REMAINING

1
UPCOMING APPTS

14
TOTAL VISITS

GROOMING BEAUTY

MEMBERSHIPS

Marcus Reed PREMIUM
✓ PRIORITY BOOKING • 30D WINDOW
2 / 3 cuts left
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Book a cut
Pause

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UPCOMING APPOINTMENTS

Marcus Reed
9/3/2026, 5:30:00 PM
Reschedule Cancel

RECENT HISTORY

PROVIDER	DATE	STATUS	ACTION
Marcus Reed	8/20/2026	completed	Tip
Simone Parker	8/6/2026	completed	Tipped \$10.00

Your dashboard: memberships, upcoming appointments and recent history.

What each membership card tells you

- The pro's name and your tier.
- **Visits left** this period, shown as a progress bar.

- Your **renewal date** and monthly price — this is when your card is charged next.
- Buttons to **Book** and **Pause**.

Subscribing to more than one pro

- You can hold as many memberships as you like — a barber and a beauty pro, or two different specialists.
- Just find the second pro and subscribe the same way. Each membership bills separately on its own date.
- Tap + **Add subscription** on your dashboard to go straight to the directory.

Update your card

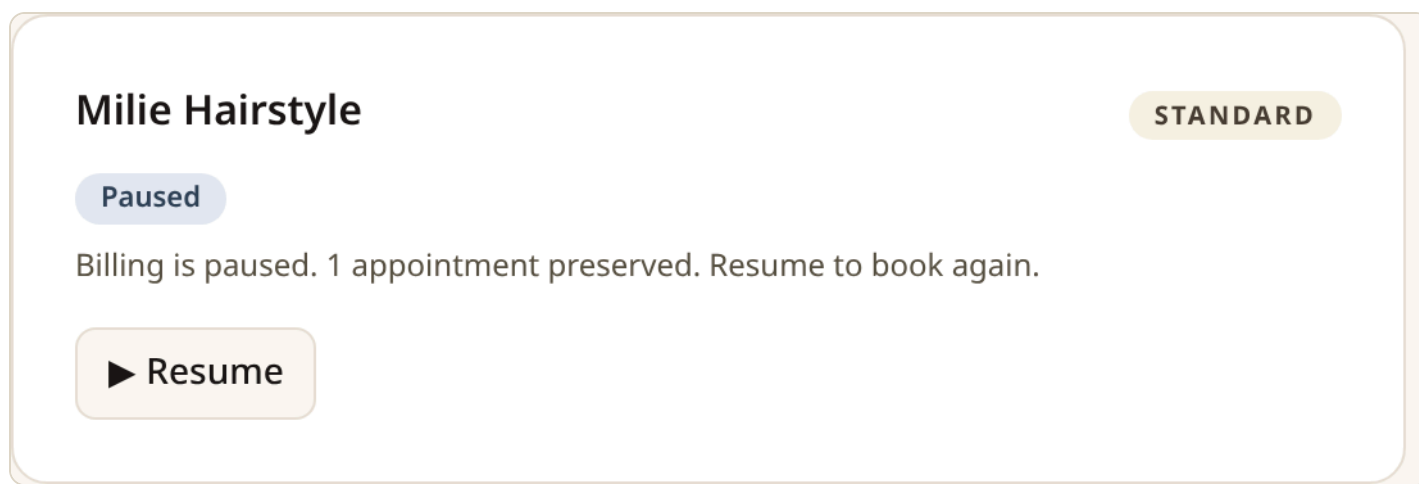
- Tap **Manage billing** on your dashboard.
- You're taken to the secure Stripe portal, where you can add a new card, change the default card, and view every past invoice.
- Close the portal to come back to ARIS.

Update your card **before** your renewal date if it's expiring. A failed renewal marks your membership past due and pauses your booking access until it's paid.

8. Pause, cancel or reactivate

Pause a membership

- On the membership card, tap **Pause** and confirm.
- Billing stops at the end of the period you've already paid for — you are not charged again while paused.
- Your remaining visits are preserved, and any appointment you've already booked stays on the calendar.
- The card now shows a **Paused** badge with a **Resume** button.



A paused membership — visits preserved, Resume button ready.

Resume a paused membership

- Tap **Resume** on the paused card.
- Billing restarts on the next cycle and booking unlocks again immediately.

Cancel a membership

- Tap **Manage billing** on your dashboard to open the Stripe portal.
- Choose the subscription and select **Cancel plan**.
- Cancellation takes effect at the **end of the period you've already paid for** — you keep your access and your remaining visits until then.
- You will not be charged again.

Cancelling is not the same as pausing. Pausing keeps your spot with the pro and is one tap to undo; cancelling ends the membership and you'd subscribe again from their profile.

Reactivate after cancelling

- Go back to your pro's profile page.
- Tap **Subscribe** on the tier you want — the same one or a different one.

- Your new period starts immediately with a fresh set of visits.

Refunds

- Memberships are billed in advance for the coming period. See **arisgrooming.com/refunds** for the full policy, or use **arisgrooming.com/contact** if something was charged in error.

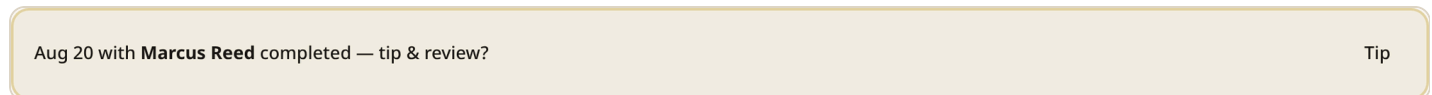
9. After your appointment: tip & review

Step 9.1 — Your pro closes out the visit

- When you're done in the chair, your pro marks the appointment **completed**.
- That deducts one visit from your plan and triggers your receipt email.

Step 9.2 — The tip & review prompt

- A banner appears on your dashboard for the completed visit with a **Tip** button. The same links are in your email.



The prompt on your dashboard after a completed appointment.

Step 9.3 — Leave a tip (optional)

- Tap **Tip**. Choose a preset amount or type your own.
- Add a short note if you'd like.
- Tap **Continue to payment** and confirm on the secure Stripe page.
- 100% of your tip goes to your pro. Tipping is always optional.

Leave a tip for Marcus Reed

\$3

\$5

\$10

\$20

Amount (USD)

5

Note (optional)

Thanks for the great service!

Continue to payment

The tip screen — pick an amount or enter your own, then continue to payment.



Tip Milie Hairstyle

VIA ARIS

\$5

\$10

\$20

\$40

CUSTOM AMOUNT (USD)

10

NOTE (OPTIONAL)

Thanks for the great cut!

Continue to payment

The secure tip payment page.

Step 9.4 — Leave a review

- Use the review link in the same banner or email.
- Give a star rating and a sentence about your experience.
- Approved reviews show on your pro's public profile and help other clients find them.

Every completed visit is listed under **Recent history** on your dashboard, showing the date, the pro, the status and anything you tipped.

10. Family & linked accounts

One login can manage the whole household. Linked accounts are for children and dependents who need their own membership.

How to add someone

- On your dashboard, tap **Family** (or go to **arisgrooming.com/family**).
- Under **Add a linked account**, enter their **first name** and **date of birth**.
- Optionally add style and service preferences — allergies, fade preference, sensitive skin — so the pro knows before they sit down.
- Tap **Add linked account**.

ARIS FAMILY CLIENT REFER you@example.com [→]

← Dashboard

Family & linked accounts

One login manages everyone. Each linked account gets its own memberships, credit balance, and booking history — works with both ARIS Grooming barbers and ARIS Beauty pros.

Linked child accounts

No linked accounts yet. Add one below to subscribe them to a grooming or beauty membership.

Add a linked account

First name Date of birth

Style & service preferences

Linked accounts subscribe directly to an individual barber or beauty pro — each pro sets their own plan prices and keeps 100% of what you pay. Grooming Adolescence is reserved for ages 12 and under and starts billing right away; beauty memberships and other grooming tiers have no age restriction.

+ Add linked account

The Family & linked accounts page.

How linked memberships work

- Each linked person gets their **own membership, visits and booking history** — separate from yours.
- They subscribe directly to an individual pro; everything is paid from your card and managed from your login.

- The grooming **Adolescence** tier is reserved for ages 17 and under; ARIS checks the date of birth you entered.
- Beauty memberships and other grooming tiers have no age restriction.

Add the child's real date of birth — it decides which tiers they're allowed to join.

11. Your settings and reminders

Open your settings

- Tap **Settings** on your dashboard, or go to arisgrooming.com/profile.

The screenshot shows the ARIS Settings page. At the top, there's a dark header with 'ARIS SETTINGS' on the left and 'CLIENT REFER you@example.com' on the right. Below the header, the page is divided into two main sections: 'PROFILE' and 'NOTIFICATIONS'. The 'PROFILE' section has two input fields: 'Full name' with the value 'Dre Coleman' and 'Mobile phone' with the value '(404) 555-0100'. Below the mobile phone field, it says 'Used for booking confirmations and reminders.' The 'NOTIFICATIONS' section has two toggle switches: 'Email updates' which is turned on, and 'SMS reminders' which is turned off. Below the SMS reminders toggle, it says 'Add a phone number above to enable SMS.' At the bottom left of the settings area, there is a 'Save changes' button.

Your profile and notification settings.

Profile

- **Full name** — what your pro sees on their subscriber list.
- **Mobile phone** — required if you want text reminders.
- Tap **Save changes** after any edit.

Notifications

- **Email updates** — booking confirmations, receipts and account changes. Keep this on.
- **SMS reminders** — confirmations, day-before reminders and tip prompts by text. Off by default; add a phone number first, then switch it on.
- Reply **STOP** to any ARIS text to opt out. Standard message rates apply.

Turn SMS reminders on if you're prone to forgetting appointments — the 24-hour reminder is the single best way to avoid a missed visit.

12. Put ARIS on your home screen

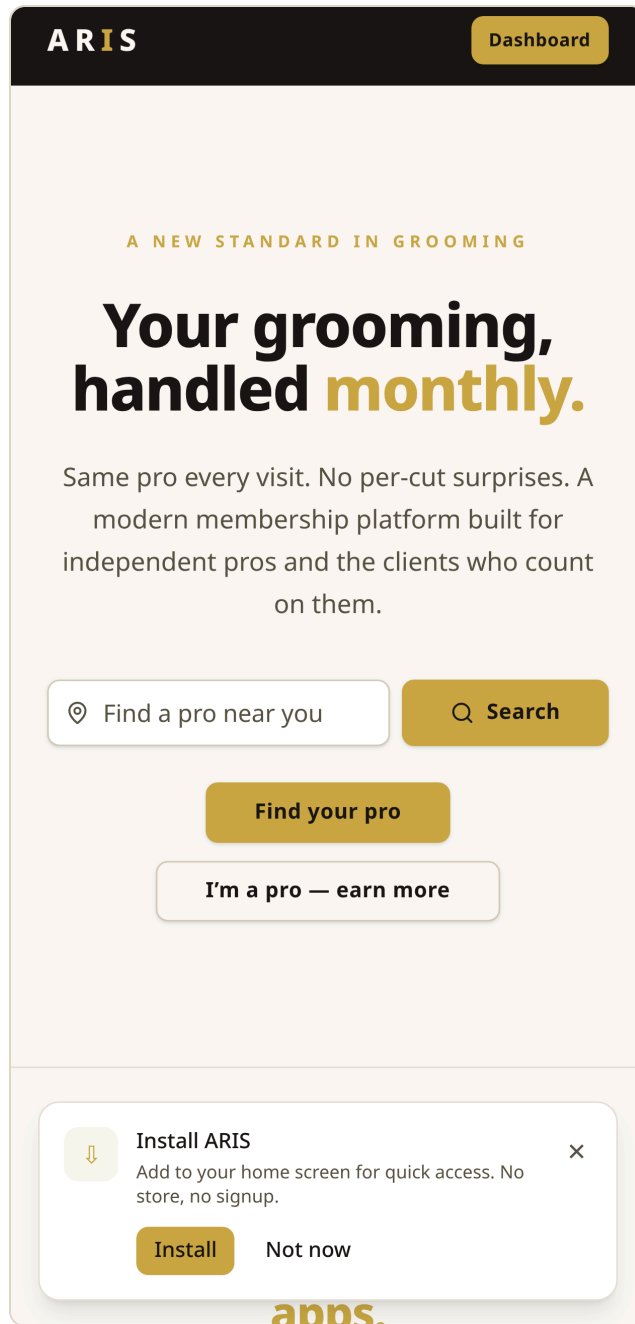
ARIS works like an app once you add it to your home screen — no app store, no download, and it opens straight to your dashboard.

iPhone / iPad (Safari)

- Open **arisgrooming.com** in Safari and sign in.
- Tap the **Share** button (the square with an arrow, at the bottom of the screen).
- Scroll down and tap **Add to Home Screen**.
- Tap **Add** in the top-right corner. The ARIS icon appears on your home screen.

Android (Chrome)

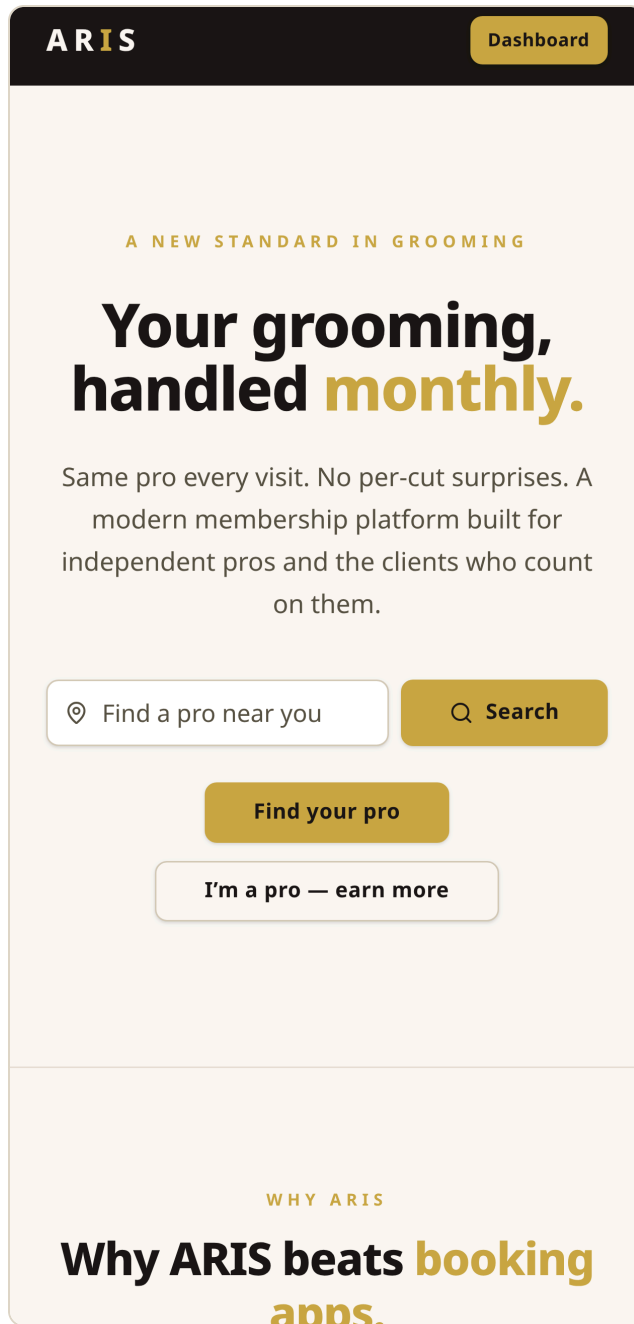
- Open **arisgrooming.com** in Chrome and sign in.
- If the **Install ARIS** banner appears at the bottom, tap **Install**.
- No banner? Tap the three-dot menu (top right) and choose **Install app** or **Add to Home screen**, then confirm.



The Install ARIS prompt on a phone — tap Install.

Desktop (Chrome or Edge)

- Look for the small install icon at the right edge of the address bar and click it, then click **Install**.



ARIS on a phone — it fills the screen like a native app once installed.

13. Quick checklist & help

You're fully set up when

- ☐ Account created and email confirmed
- ☐ Full name and mobile number saved in Settings
- ☐ Email updates on (SMS reminders too, if you want them)
- ☐ Subscribed to at least one pro, membership shows **Active**
- ☐ First appointment booked and visible under Upcoming appointments
- ☐ Card on file is current (check via Manage billing)
- ☐ Any family members added under Family & linked accounts
- ☐ ARIS added to your phone's home screen

Common questions

Question	Answer
Does booking cost extra?	No. Visits are included in your monthly plan.
Do unused visits roll over?	No — your allowance resets each renewal.
Can I switch tiers?	Yes. Cancel or pause the current plan and subscribe to the tier you want on the same pro's profile.
Can I subscribe to two pros?	Yes, as many as you like. Each bills separately.
Who charges my card?	Stripe, on behalf of your pro. ARIS takes no cut of what you pay.
My card was declined	Open Manage billing , add a working card, and your membership resumes.
My pro is on vacation	Their time off is blocked out automatically, so you simply won't see those times when booking.

Need a hand? Visit arisgrooming.com/contact and send a message — we reply by email. Policies: [/terms](#), [/privacy](#), [/refunds](#).