

SALON POLICIES

CANCELLATION POLICY - We ask that you call us at least 48 hours in advance if you need to cancel any appointment that is more than 2 hours or is a multiple service appointment. For all other appointments we allow 24 hours advance notice if you need to cancel the appointment. Any appointments cancelled with less than the allowed advance notice time frame will be considered Late / No-Show appointments and a Cancellation/No Show Fee will be charged.

CANCELLATION/NO SHOW FEE - We have a cancellation fee that is equal to 50% of the appointment. Any appointment that is 2-hours or longer, will be charged the FULL COST/ESTIMATE for all services booked. A Cancellation/No Show Fee will apply at the booking of the next appointment.

NEW CLIENTS - New Clients will be asked to Provide the Salon with a Credit Card Number prior to making an appointment. If you are making the appointment online, a call will be placed to the cell phone provided and you will be asked to priovide a Credit Card Number at that time. We only verify that it is a good credit card number. However, if you do not follow our CANCELLATION POLICY or NO SHOW for your appointment, you will be charged our CANCELLATION/NO SHOW FEE.

LATE ARRIVALS / NO-SHOWS - If you are more than 15 minutes late, your appointment might have to be rescheduled. We firmly believe in the value of your time and make a conscience effort to avoid long waiting periods in the salon. If time is critical to your schedule on a particular day, please make us aware of your schedule when scheduling your appointment. A Cancellation/No Show Fee will apply at the discretion of Management. If you are concerned or would like to know if the fee will apply to your appointment, please ask to speak to a member of the Management Team.

MISSED APPOINTMENTS - In the event that you miss or are late three consecutive appointments with or without contacting the salon, you will be unable to schedule any future appointments without prepaying for your services.