

**Thank you for understanding that these policies and guidelines are vital to the sustainability of my business.**

I've carefully created every policy and guideline below in a way that is designed to ensure that the service experience and quality of work delivered to all of my guests is the absolute best.

If you notice that the requirements for how I need you to arrive seem strict, please know that because of the unique nature of the services I offer, I've designed these policies to make sure you get the best service and result as well as keep the length of your appointment more amenable to most schedules.

**How to arrive for your appointment:**

When you're getting highlights/color, I ask that you arrive with your hair as follows to help ensure the best possible results:

Please have clean hair washed within the last 24 hours with minimal styling products. For best results, I also recommend using a clarifying shampoo such as Redken Detox Clarifying Shampoo to help remove any product buildup that would affect your hair's ability to receive the color and for the bleach to lift cleaning in foils in order to get the best results from the services.

Please make sure your hair is free of any tangles and is not matted - anything more than simple detangling (usually less than 2 minutes) is not built into the service time.

Please arrive with your hair free of excessive tangles.

Any detangling that takes more than 10 minutes counts as "excessive" in how it pertains to my booking times. That could cause me to run behind and into the time reserved for my next guest. It could result in forfeiting your appointment and having to reschedule, and a revenue loss fee of 30% of your service will be charged for my time.

**For your special occasion style/updo:**

Please arrive with your hair prepped as follows:

Hair should be clean, washed within the last 24 hours and blown dry smooth and frizz free. For optimal results, we recommend washing and blow-drying your hair the evening before or the morning of the appointment or event. Do not apply any flat iron on the hair as it will cause any curling iron curls to fall/not hold.

If you would prefer to have a wash and blow-dry before your style, that is another appointment add-on, and the cost is an additional \$30. It needs to be booked at the same time you book your special occasion style, or I cannot guarantee availability.

**Additional Appointment Information:**

Please wear a shirt without a collar to color appointments - while it is rare, color may end up on clothing, so please keep that in mind when dressing for your appointment. I suggest bringing an old t-shirt to change into under your cape to guarantee the safety of your clothing.

### **Salon Policies & Procedures:**

#### **1. Pricing:**

- a. Please understand that my pricing is on an “and up” basis, the prices you see on my website are the minimum, and a consultation is required to get an idea of how much time your appointment will take and what the cost will be.

#### **2. Service Adjustments:**

- a. I strive to offer my guests the highest level of guest satisfaction. If you are having challenges with your cut or color, let me know within 14 days of your visit and I'm happy to perform an adjustment and correct the issue with no additional charge.
- b. When contacting me, within those 2 weeks post service, please let me know your specific concerns or issues, and include a few clear, well-lit pictures of the area of concern.
- c. Please remember, especially with gray coverage, that regrowth will appear, for some people, within even a week or two, and that hair grows on average about ½ an inch per month.
- d. An adjustment consists of a tonal shift, reapplication of color (ex; if gray coverage wasn't sufficient), if highlights are too warm/cool/bright and need to be toned/deepened.

#### **3. Booking & Cancellation Policy:**

- a. Please read my cancellation policy carefully. By booking, you are accepting these terms.
- b. In order to continue providing the best possible scheduling options to my guests, I require a 30% deposit at the time of booking for your scheduled services. Should you need to reschedule or cancel your appointment within less than 24 hours notice, your deposit is non-refundable. If you need to reschedule before the 24 hour mark of your scheduled appointment then your deposit is transferable up to 4 weeks of your rescheduling.
- c. When you cancel with less notice it makes it harder for me to fill the time that was reserved for you, and causes me to lose revenue.
- d. These terms are non-negotiable and if these terms are not acceptable to you or are not something that you feel comfortable or that you would be able to uphold, that's ok, but we are not a match to work together.

#### **4. Cancellation due to illness:**

- a. Please understand that due to these rather strange times we are living in that by canceling within 24 hours for ANY reason, will still result in you forfeiting your deposit.

Listen to your body - If you are feeling unwell I kindly ask that you try to contact me directly via text and let me know before 24 hours of your appointment so I can potentially fill it with someone else looking to get in.

- b. Staying healthy and well is a major priority of mine. I want to keep you and myself healthy as it's a non-negotiable for me to continue to keep my business running.
- c. I also understand that things happen and overnight viral issues come up unexpectedly (whether it's for you or your children and/or spouse) - but please be as respectful of my time as I am for you.
- d. I promise, I am not heartless and will work with you as best I can. But I need to keep to a strict business structure to ensure the best customer experience for all of my wonderful clients.

**5. No-Show Policy:**

- a. All No-Shows will forfeit their deposit of the service they were scheduled for.
- b. No shows are unacceptable and cause me to lose money.
- c. I have text and email confirmations in place to remind you that your appointment is coming up.
- d. My no show terms are non-negotiable and are at my discretion barring very rare circumstances like hospitalizations or true emergencies.
- e. It is your responsibility to get in contact with your stylist - with a response to confirm cancellation - before you assume the appointment was canceled.

**6. Running Late Policy:**

- a. One late arrival can upend multiple appointments, and if that is the case, your appointment will be rescheduled at my discretion.
- b. I understand that sometimes we can not control traffic, getting kids out of the house on time or your coffee shop taking a bit longer on your order. When we schedule an appointment I make sure to book a 10 minute buffer because I know things happen. If you are running any later than 10 minutes we may need to adjust to a smaller service in order for me to run on time for my other appointments.
- c. If you run later than 20 minutes a late fee will be applied to your service total or we will have to reschedule as stated above.

**7. Retail Return Policy:**

- a. Should you make a retail purchase that you are unsatisfied with, I will accept retail exchanges at full credit within 14 days from your initial purchase.

**8. Other policies:**

- a. No animals prohibited in the studio for the duration of your appointment. (Service animals are an exception).
- b. I, the client, will not touch any of the stylists tools products, blow dryers, hot tools, etc. I understand they can be dangerous and/or harmful if not handled properly.
- c. Extra people are not recommended in the studio. Please ask before your appointment if someone can accompany you for the duration of your appointment. (Minors should, as always, be with a parent/guardian for the duration of their service).
- d. Children are not recommended in the salon unless they are receiving services.

**9. Corrective Color:**

- a. Corrective color will most likely take more than one session, and price quotes are always on an "and up" basis.
- b. I take steps to help preserve and maintain the integrity of your hair
- c. Treatments like deep conditioners or bond builders are included in the service and are non-negotiable.
- d. Like all new guests or anyone wanting a color correction, I do need to see pictures and have a virtual consultation before you book - this helps both of us.
- e. Once I see your hair and have a clear understanding of your goal, I can give you an idea of if what you're looking for is something that I can achieve while maintaining the integrity of your hair. I can also tell you how many sessions it will take to get you where you want to be - and give you an idea of cost.