

Salon Policies



CANCELLATION POLICY:

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services they need. Therefore, we require a deposit in order to reserve a chemical appointment, eyelash extensions, hair extensions, and keratin treatments. All appointments made through our on-line booking also require a deposit. This deposit will be applied to your account and credited towards your balance due at the time of your appointment, providing you do not reschedule, or cancel within 48 hours of said appointment.

CONFIRMATION EMAILS/TEXT MESSAGES:

We do understand how easy it may be to forget an appointment, therefore all our appointments are confirmed 24 hours prior via text for your convenience. Please ensure that we have your cell phone number on file in order to be able to do so in a way that may be beneficial to you. It remains your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and help us service our guests better by providing enough notice to avoid the cancellation fees.

SWITCHING STYLIST:

We realize that you may need to switch to a different stylist based on a variety of reasons – schedules or sometimes just to get a different perspective. Please feel free to ask us for a referral to another in-house stylist. All of our stylists are very supportive of one another. We keep detailed records of your service history and color formulas. All our stylists have equal access to this information. And, don't forget, we have our own in-house apprenticeship program. Therefore, many of our stylists have received their training from our own senior stylists. In this way, we can ensure that no matter who you see, you will receive the same high quality service to which you have grown accustomed.

LATE/TARDY POLICY:

We will always try our best to accommodate you if you're running behind, stuck in traffic, etc. It happens, we know! However, your tardiness can affect the remainder of our teams' day by delaying them for their clients who arrive at their scheduled appointment time. For this reason, we have set a few general ground rules for such situations. Clients will generally be allowed a 10 minute grace period. After that time, we will call to check in on you. If you are able to make it in time for your entire service to be completed, great! If not, you may have to forgo parts of the service in order to keep it in the time allotted for you. Please, always call if you even think you might be late; we'd rather know as early as possible so we can do our best to fit you in without upsetting the flow of the day.

CHILDREN:

We love children, but unless your child is receiving a service, for their safety we ask that you not bring them with you to your appointment.

Again, please remember that your appointments are reserved for you & only you. These policies allow us the opportunity to alert our standby clients of any openings, therefore allowing us to provide the best service possible. We very much appreciate your business and compliance with our policies.

