

Salon Policies

Appointments and Cancellations

Being on time for your appointment is greatly appreciated so you may receive your full service and other clients will not be inconvenienced. If you find that you will be more than 10 minutes late to your appointment, it will be at the hair dresser's discretion to reschedule. Should a cancellation or date change be necessary, we request a minimum of 48 hours notice. Less than 48 hours notice will result in a charge equal to 50% of the reserved service amount, exceptions apply. "NO SHOWS" will be charged 100% of the service amount.

****Salon prices are non-negotiable****

Confirmation Calls

As a courtesy, we make every effort to notify you of your appointment date and time. We confirm in advance as a courtesy because we know how easy it is to forget an appointment you booked months ago. However, it is your responsibility to remember your appointment dates and times and inform us if your contact information has changed.

Child Safety

We gladly service children and offer special pricing. For their own safety, insurance purposes, and the comfort of other guests, we ask that children not accompany you on your visit. If it is necessary, we ask that children remain seated in our reception area accompanied by an adult. If it is found that a piece of equipment is damaged and/or broken by a child during the client's appointment, the guardian of said child will assume liability. Our guests expect and deserve a peaceful and relaxing atmosphere while they receive their service.

Service Satisfaction

In the event that you are not satisfied with your service, we ask you to please contact your stylist within 7 days of that service. Each stylist is independent and has their own service satisfaction policy. However, we would like every opportunity to meet and exceed your expectations, as we do value you as a guest.

Hair Product Return and Exchange

If you are not satisfied with the hair products we recommend, we would be happy to issue a full product refund on **unused** products within 7 days of purchase. We also offer a product exchange within 14 days of purchase.

Gift Cards/Certificates

Absolutely NO refunds will be given for gift card purchases. Gift Certificates are NOT redeemable for cash.