

To ensure that you and those around you experience the full enjoyment of our Salon, please keep in mind the following tips.

Cancellation Policy: If you are unable to keep your appointment, please call at least **24-hours** prior to your scheduled appointment time. This will allow us to fill that appointment with another guests needs. All spa package appointments require a **48-hour** notice for cancellation or 25% of the package price will be charged to your credit card. When booking a Spa Package, a credit card number may be required to hold the reservation.

Gift Certificates: Gift certificates can be purchased for services, packages, or a monetary amount in person or by phone with a credit card. They are non-refundable and non-replaceable. Certificates expire two years from date of purchase. Coupons, discounts and special promotions are not valid for our spa packages.

Payment: Payment is due when services are rendered. Visa, MasterCard, Discover, and American Express is accepted along with cash and personal checks. Sorry, but we absolutely cannot accept postdated checks.

Guarantee: By all means, we guarantee our work! If a service you received or a product you purchase does not satisfy you for any reason, please notify your Stylist or Salon Manager within 7 days. Chemical Services guaranteed only when followed with use of recommended professional products. There are certain chemical services we cannot guarantee because of the condition of the hair. This will be explained before the chemical process begins.

Appointments: Your appointment time has been reserved exclusively for you. If you are unable to keep your appointment, please call and cancel or reschedule. If you do not call, you will be considered a no-show. This may require you to prepay for future appointments or receive services on a walk-in basis. Please arrive a few minutes early for your appointment. Arriving late will cheat you of precious minutes of your Spa treatment. Your appointment will end on time, regardless of how late you start so the next client is not delayed. Scheduling your next appointment on the day of your visit (pre-booking) is encouraged. You will receive an appointment card and a phone call to confirm the day before you are scheduled.

Gratuities: Choosing to give your service provider a gratuity of 15% (for good service) to 20% (for excellent service) is appropriate when you are satisfied with your service. Please leave your tip in the envelope provided at the desk.

Thank you!