

## Salon Policies

I realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable, however advance notification allows me to fulfill other clients scheduling needs. I want to provide you with the highest standards of service and personal care, in the most professional environment so that you will return and recommend me again and again.

***PURCHASES AND SERVICES ARE FINAL, THERE ARE NO REFUNDS.***

A Non-Refundable Booking Fee of \$75.00 is required when an appointment is booked and will be applied toward your procedure.

### **Appointment Cancellation Policy:**

Deposits are non-refundable but will be applied to your new appointment. If you fail to cancel your appointment within 24 hours, 50% of the service(s) booked fee will be charged. Full payment will be required to reschedule. No Exceptions. I will work with you to get your appointment rescheduled.

### **No Show Policy:**

Any client that does not show for their scheduled appointment will forfeit their deposit and will be required to pay the full fee of this appointment. A new deposit will be required to reschedule your appointment.

### **Late Arrival Policy:**

Arriving late will deprive you of valuable service time. If you arrive 15 minutes or more after your appointment time I will not be able to perform the service you were scheduled for. Late arrivals may be rescheduled. If you have two appointments that you arrive more than 15 minutes late for, I will not schedule any future appointments with you. Your Booking Fee will not be refunded.

### **Forms of Payment:**

We accept cash, Visa, MasterCard, American Express, and Discover credit cards for payment.

### **Gift Certificates:**

Gift certificates are available for purchase. The value of a gift certificate will not be replaced if lost, stolen or destroyed. They cannot be redeemed for cash and are non-refundable. Gift certificates must be presented at time of service and will expire within one year of the purchase date.

### **Children Under the age of 18 Policy:**

Please do not bring children to appointment(s). This is a Safety/Health issue. No procedure will be performed when a child is present. If you show up with a child and I have to reschedule you and waste that appointment time slot you were scheduled for, you will be charged 50% of the cost of your procedure. I also ask that no small children are in waiting area as I want to provide the best relaxation atmosphere for my Permanent Makeup and other clients. As always, I do require 72-hour notice to cancel or reschedule in order to avoid fees.

***Only myself and my client will be allowed in the procedure room. No other adults will be allowed in the procedure room.***

### **Cell Phone Policy:**

Out of consideration for guests, please mute cellphones. Cell phone use is not permitted while permanent makeup services, or any other services are rendered. Please keep your cell phones in your purse or pockets.

Thank you for respecting and following these policies.