

Salon Policies/Terms and Conditions

Policies are subject to change at any time without notice. Below you will find standard policies of the salon.

- Any clients arriving 15 minutes or later than the scheduled appointment time may be asked to reschedule. We will do our best to accommodate.
- No call no show and cancellations within 24 hours of appointment will be charged 50% of the amount of the services scheduled.
- Please arrive 10 minutes prior to your appointment to ensure you receive your full service. We recommend that you book your next appointment prior to leaving the salon so that we can be sure to accommodate your schedule.
- We regret that we cannot be responsible for loss or damage to personal articles.
- Please keep all valuable items with you during your service.
- Please advise our staff of any allergies or sensitivities you may have.
- We love our families and completely understand if you need to bring your children with you. Please be aware that there are sharp tools and chemicals within reach and we cannot be held responsible for any accidents.
- No pets are allowed in the salon.
- All prices are subject to change without notice at the discretion of the management.
- We accept all major credit cards as well as cash or debit cards and personal checks. We do not accept third party checks.
- All products and services are non-refundable.
- Color correction is considered when a client is going 2 or more levels lighter or darker or correcting out tones from previous services. Color corrections are not always simple and straight forward and can be quite expensive. Results are unpredictable. We can give you an idea of cost, but there are always variables. You may not leave with desired results in one visit and it may take several visits to get to your goal. Our priority is the integrity of your hair.
- If you have started a correction and are unhappy with your results, please let the stylist know during your visit so that she may plan the rest of your correction accordingly. This does not warrant free services because this is considered a continued color correction or part of the correction process.
- If it is your first visit and you are looking to correct a previous stylist's work, please understand that results may vary. It may take a few appointments to achieve your desired look. Your stylist will guide you accordingly.
- The necessity to extend services over multiple visits is solely based on the properties and limitations of the client's hair.
- We are not liable for any changes to the hair once it is washed. There are many variables that affect the hair (water, product, wet hair care etc) so we cannot assume responsibility for those changes.
- Bridal clients must submit a contract and deposit to secure the date.
- Bridal trials are done in studio during off peak hours. We can assist you in scheduling.
- Clients must sign/accept the liability waiver in order to receive services. By receiving services you agree to the terms of the waiver.