

## **Hair Loft Atlanta FAQ**

### ***Where are you located?***

The salon's address is 898 Oak Street SW Atlanta, Ga 30310. We are located at the Sky Loft Condo building on the side behind CVS.

### ***What days is the salon open and what are your hours?***

Our normal operating days are Tuesday, Thursday, Friday and Saturday. Tuesday through Friday we open at 10am and 8:30am on Saturday. We take our last clients at 6:30pm on Tuesday and Thursday, at 6pm on Friday and at 1:30 on Saturday.

### ***What forms of payment do you accept?***

We accept cash and all major debit/credit cards.

### ***How do I book an appointment?***

Easy online booking is available online at [www.hairloftatl.com](http://www.hairloftatl.com).

### ***Do I have to put a card on file to book an appointment?***

A card is required to be on file to complete the online booking process. The card on file will only be charged for services when given permission by the client or in the event a cancellation fee or no-show fee has to be charged.

### ***What is the cancellation fee/late policy?***

A cancellation fee of \$35 will be charged for any appointment cancelled within 24 hours. Cancelling same day with no notice will result in a no show fee equal to half of the scheduled service price. Arriving 15 minutes late or more may result in a \$35 cancellation fee.

### ***Do we accept walk-ins?***

We do accept walk-ins when the schedule allows. To guarantee that you will be seen it is best to call ahead for availability.

### ***How far in advance does the schedule open?***

The schedule opens 30 days out from the present day.

***Do I need to wash my hair before I come?***

No, all services and prices include the wash and blow dry.

***Do I need to bring any products (i.e. shampoo, color, etc...)?***

No, we ask that no outside products be brought in unless prescribed by a physician. We provide all color.

***What is a multicolor?***

The multicolor service is a color service where more than one color is used.

***What is a double process color?***

The double process color is when the desired look requires two separate color processes one of which may include pre-lightening or bleach.

***What is the difference between the partial and full head sew-in?***

A partial sew-in only uses one bundle of hair with a majority of the client's hair being left out to add length and fullness for a natural look. The full head sew-in only leaves minimal leave out to blend and uses either 2 or 3 bundles.

***What is the hydration/protein treatment?***

The hydration treatment is either a moisture treatment or protein treatment under the hair steamer. The steam allows for deeper penetration of the treatment into the hair shaft and adds moisture. The stylist will choose which treatment based on what your hair needs. All color services and weave services include a hydration treatment.