

1. Appointments & Scheduling

All appointments must be scheduled online or by phone. Please arrive 10 minutes early to ensure your service starts on time.

If you are more than 15 minutes late, your appointment may need to be rescheduled, and a late fee may apply.

2. Deposits & Payments

A non-refundable deposit is required to secure all appointments.

Deposits will be applied to your final balance at checkout.

We accept cash, credit/debit cards, and Afterpay/Shop Pay (if offered).

3. Cancellations & Rescheduling

24-hour notice is required to cancel or reschedule an appointment.

Less than 24 hours' notice may result in forfeiture of your deposit.

No-call/no-shows will be charged 100% of the service fee and may be restricted from future bookings.

4. Consultation Policy

A consultation is required for all new clients and certain services (e.g., color, extensions, hair-loss treatments).

Consultations ensure we provide the safest, most effective treatment for your needs.

5. Hair Loss & Trichology Services

Hair loss consultations and treatments are separate from salon services.

Each consultation includes a scalp analysis, health history, and personalized plan.

Results vary based on individual factors such as lifestyle, medical history, and compliance with treatment.

6. Children & Guests

To maintain a relaxing and professional environment, only clients receiving services are permitted in the salon area. Children are welcome only if they are scheduled for services.

7. Refunds & Redo Policy

We do not offer refunds on services.

If you are unsatisfied, please notify us within 48 hours for a complimentary adjustment.

Retail products may be exchanged within 7 days if unopened and unused

8. Health & Safety

If you are feeling unwell, please reschedule your appointment.

For the safety of all clients, we may decline service if contagious conditions (lice, ringworm, etc.) are present.

We maintain the highest standards of sanitation and disinfection per NC Board of Cosmetology and Trichology standards.

9. After Hours & Special Requests

After-hours services may be available for an additional fee and require a deposit.

Custom requests (e.g., events, mobile services) must be discussed and approved in advance.

10. Loyalty & Referrals

Ask about our loyalty program and referral rewards for exclusive discounts on future services.