

Stars Salon
215.343.4877
1438 Easton Road
Warrington, Pa 18976

Keratin Treatment and Color Correction Services
Non-Refundable Deposit Policy

At our salon, we strive to provide our clients with the utmost time, attention, and service. That requires a commitment of time and focus on detail. Several of our services, such as keratin treatments and color corrections, require our team to block out a large amount of time for a specific client. This is time that the team member is committed to that client and cannot schedule other clients. While we understand that scheduling changes can occur and that emergencies do happen, our salon needs to apply a consistent cancellation policy so that our staff are not adversely affected by no-shows and late cancellations. We also want our customers to have the opportunity to schedule appointments, and their ability to do so is hindered when our team members' limited schedules are booked with appointments that get canceled.

As of January 17, 2020, all keratin treatments and color correction services at our salon will require a deposit of \$50.00 at the time of booking your appointment. If the appointment is canceled or changed more than a week in advance, you will receive a full refund of your deposit. If the appointment is canceled or changed more than 48 hours in advance but less than one week, you will receive a store credit for the amount of the deposit paid. For no shows and if the appointment is canceled or changed less than 48 hours in advance, then there will be no refund of the deposit and no store credits given.

We appreciate all of our customers and appreciate your understanding. Thank you!

Agreed:

_____ (Customer Signature)

_____ (Print Customer Name)