

A woman with a large, voluminous afro hairstyle is shown from the chest up. She is resting her chin on her right hand, looking slightly to the right with a soft smile. The background is a solid, muted pinkish-brown color. The text is overlaid on the left side of the image.

Before you Book: Guidelines & Policies

HEY GIRL!

— I'm so glad you're here. my goal is to create a calm, easy, and educational experience from the moment you book to the moment you leave. Every detail of your visit is designed with care, comfort, and healthy hair in mind. To keep everything smooth for you (and every client after you), please take a moment to review the guidelines.

RUNNING LATE?

Chileeee life happens! — No big deal just keep me posted. If you're running behind, send a quick message and I'll do my best to work with you. If you're 15 minutes late or more, your service may need to be shortened or rescheduled to keep the day flowing smoothly. However, I will ALWAYS do my best to accommodate you.





CANCELLATIONS, RESCHEDULING & NO-SHOWS

I understand that life happens, and sometimes plans need to shift. If you need to reschedule, you can easily do so using the link in your confirmation email — just make sure to make any changes before the 48-hour window. If you need to cancel or reschedule within 48 hours of your appointment, a 50% booking fee will be required. This fee must be paid before you're able to book any future appointments, as it covers the time reserved specifically for you.

No-shows will be charged the full service amount and will be unable to book future appointments. These policies help protect my time and ensure fairness for all clients who are waiting for openings.

Booking for a Color Service

Not Sure What to Book?

If you're unsure about which color service is right for you, just take a look at our full service menu. It has detailed descriptions to help you out, and you can always reach out with any questions!

Color Consultations:

Because every head of hair is unique, consultations are highly recommended before any color service. This helps me understand your hair history, your goals, and what's realistically achievable while keeping your hair healthy. It also ensures we book the correct service and timing for the best possible outcome.

Color Service Prep:

Even though a shampoo, condition, and blow-dry are included with your color service, please shampoo your hair 24-48 hours before your appointment with a clarifying shampoo if needed. We want your hair free of oils, butters, and heavy products before we get started to ensure the best results.



Payments and Refunds

All payments are final, and no refunds are offered on services or any other purchases. My goal is always to deliver beautiful, healthy results — and if something needs a refinement, I'm more than happy to take care of you.

If something doesn't feel exactly how you envisioned, please reach out so I can support you.

- For styling concerns, please contact me within 24 hours
- For color-related concerns, please reach out within 48 hours, as color continues to settle and reveal its true tone during that time.

Your comfort, confidence, and satisfaction truly matter to me. I want you to love your hair just as much as I loved creating it.



Service Integrity:

Your hair's health is the heartbeat of everything I do — it will always come first here. I care about the woman sitting in my chair, not just the service on the books.

If your hair isn't in a safe place for what you're hoping to achieve, I'll lovingly guide you toward options that protect your strands, honor your journey, and support your long-term goals.

I will never push your hair past its limits or compromise its integrity for a temporary result. You deserve hair that thrives — not just today, but forever. You can always expect honesty, transparency, and gentle guidance from me.

My promise is simple: every recommendation, every service, every decision is made with your hair's health, your confidence, and your peace of mind at the center.

We're building beautiful, healthy hair..... together



Guest Policy



To keep your appointment peaceful, focused, and fully centered on you, please avoid bringing extra guests unless we've discussed it beforehand. Your appointment is meant to feel like a calm retreat — just you, your hair, and a moment to breathe.

For Questions and Concerns:

If you're unsure what to book, have questions, or just need a little guidance, please reach out anytime.

I want you to feel informed, supported, and confident long before you even walk through the door.

Your comfort matters, and I'm always here to help you choose the service that aligns beautifully with your hair goals, lifestyle, and the look you're dreaming of.



Email Amanda-Rae
expresshairhtx@gmail.com



Call +1 713-806-8648
Wednesday-Friday 9am-7pm
Saturday-Sunday 8am-2pm

Feel Free to send a text anytime
and we will respond within 24
hours.

A person with their hands behind their head, showing their curly hair. The background is a soft, warm tone.

SEE YOU SOON

THANK YOU FOR TAKING THE TIME TO READ THROUGH THESE GUIDELINES AND FOR TRUSTING ME WITH YOUR HAIR JOURNEY. I'M TRULY HONORED TO BE PART OF YOUR SELF-CARE AND CAN'T WAIT TO CREATE SOMETHING BEAUTIFUL TOGETHER.

Amanda-Rae,
Founder of ExPress Hair