



## **Guest Services Folio**

Starlight Salon LLC

Your appointments are very important to Starlight Salon LLC, it is reserved especially for you, we understand that sometimes schedules adjustments are necessary; therefore, we respectfully request at least 48 hours notice of cancellations.

### **PRICES**

Prices include the first application (bowl) of product (lightener, color, perm solution, etc.). If more product is required to complete the services it will be discussed during the consultation and it will increase the final cost for the scheduled service.

Treatments required to protect the integrity of hair that it's considered to be at risk are not included in price quoted during online reservation and will be added to the total price for service.

### **DEPOSIT**

A \$50 deposit or 50% of service cost will be required for most services. This deposit will be then credited to the total balance of your service once completed.

The deposit will be forfeited according to the cancelation and/or "no show" policies, if conditions are met for its application and enforcement.

### **REFUND**

No refunds are issued for services or any retail product purchased. The guest will be asked if they are satisfied with the service at the moment of completion. The guest will have a 7 day window of opportunity to get any redo or correction if later indicate a deficiency in the service provided was encountered.

Due to health and safety reasons, retail products (shampoo, conditioners, brushes, extensions, others), can't be refunded. If a product fails to work or is deficient in any way, please contact Starlight Salon LLC (706.335.3417 / [style@starlighthairstalon.com](mailto:style@starlighthairstalon.com)) and we will find a solution on a case-by-case basis.



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### **48 HOUR CANCELLATION POLICY ENFORCEMENT**

When a client doesn't show to their appointment, we miss the opportunity to fill that time slot with clients on the waiting list and then they miss the opportunity to receive the service or for us to generate revenue.

Considering your appointment is reserving a provider to service you at a set time, a "cancellation fee" will apply. A credit card will be requested at the moment of booking your online or phone-in appointment.

- Less than 48 hour notice will result in a charge equal to 50% of the reserved service amount.

- "NO SHOWS" will be charged 100% of the reserved service amount.

The cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our scheduled filled, thus better serving everyone. Starlight Salon LLC policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele. Thank you for reviewing our policies and giving us your support.

### **LATE ARRIVALS**

Arriving 15 minutes or more after your scheduled appointment will be considered a "no show" and the "no show" policy could apply at the discretion of the Starlight Salon LLC management.

### **CONFIRMATION**

As a courtesy, we will contact you via text or EMAIL to confirm your service appointment prior to your appointment date. Please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointment and cancellation fee.



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Our system will send confirmations and reminders. If you have not confirm or after confirming you don't reply to a reminder, your appointment could be assigned to a person from the waiting list.

### **AFTER ARRIVING**

Please, be on time for your appointment. We will do everything possible to be ready for your arrival.

In some rare occasions, there is a chance of a provider requiring additional time to complete a service. In such case Starlight Salon LLC will make every attempt possible to contact you and give you the option to wait at the salon or to show later to your appointment. No penalties will be imposed when a provider requires additional time and delays your visit.

### **RELEASE OF CLAIMS CHEMICAL & WAXING SERVICES**

Dear valued Guest,

You have chosen to receive a chemical service with us. We pride ourselves on our high level of skill and our long lasting relationships with our guests. Here are some tips that can make your service results more successful:

- 1) Chemical services can have varying results based on your individual hair.
- 2) It is extremely important that you make your stylist aware of any and all other processes you have used on your hair.
- 3) There is a risk of your jewelry (earrings and necklaces) being damaged or lost during your service. We recommend you remove them before your service.
- 4) Please feel comfortable contacting Starlight Salon at any time after your service if you have any questions or concerns.

#### **Liability Waiver**

I have been made aware by a LICENSE STAFF PROFESSIONAL and technician of Starlight Salon that I am choosing to receive a chemical and/or wax service. I have made my stylist aware of all of the processes I have used on my hair in the recent months to assist in their assessment of my hair's current status and the process that I need to achieve my desired results. I realize that this is very important information and that any information I withhold regarding my previous processes will increase my chances of damage and the potential for unpredictable chemical reactions. Chemical processes may cause some damage to the integrity of my hair. There are products recommended to improve the health of my hair as well as maintain the results after the service. I am aware that my technician has been trained in the service technique and that they will do their absolute best to create the best results and therefore as an ongoing basis, I will



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not hold liable Starlight Salon LLC, or my technician if the process has unexpected or undesired results.

Thank you and we look forward to working with you.

By creating this account and accepting the before mentioned terms I also accept and agree to the terms of services and release Starlight Salon LLC, their Management and staff from any liability resulting from the use of chemicals and tools to achieve the service I requested.