

Welcome to Elleham Salon

A Note to Our Guests

Thank you for choosing Elleham Salon. We believe a salon visit should feel like more than an appointment—it should feel like a pause from everyday life. Our hope is that every guest feels welcomed, cared for, and completely at ease. Every detail of our space has been thoughtfully designed to create a calm, elevated experience where beauty meets belonging.

To ensure every guest receives the exceptional service they deserve, we kindly ask that you review our salon policies.

Appointment Reservations

Your appointment is reserved exclusively for you. Appointment confirmations and reminders are sent via both text message and email. Please review these notifications upon receipt and contact us promptly if anything appears incorrect.

Cancellations & Rescheduling

We respectfully request a minimum of 48 hours' notice should you need to cancel or reschedule.

Appointments cancelled with less than 48 hours' notice may incur a cancellation fee of up to 50% of the reserved services.

Missed Appointments

No-show appointments may be charged up to 100% of the scheduled services. Future appointments may require a non-refundable reservation fee.

Late Arrivals

If you are running behind, please let us know. Guests arriving more than 15 minutes late may require a modified service or rescheduling to respect every guest's reserved appointment time.

Service Satisfaction

If you have any concerns regarding your service, please notify us within 7 days. We are happy to evaluate your concerns and, when appropriate, schedule a complimentary adjustment. We kindly ask that your original stylist be given the opportunity to evaluate the service first.

Hair Extension Services

Hair extensions are a luxury investment requiring proper maintenance. Please contact us within 7 days with any concerns so we may evaluate your installation in person. Complimentary adjustments cannot be guaranteed once another stylist has altered or removed the installation.

Refund Policy

Due to the customized nature of our services, all salon services, extension hair, custom orders, and gift cards are non-refundable. Our priority is always to work toward a thoughtful and fair resolution whenever possible.

Our Salon Environment

Elleham Salon was intentionally created as a peaceful retreat. Children are not permitted in the salon unless they are receiving a scheduled service. Salon services are available for guests 13 years of age and older. We respectfully ask that only guests with scheduled appointments be present unless prior arrangements have been made.

Payment

Payment is due upon completion of services. We gladly accept cash and all major credit cards.

Mutual Respect

Kindness, professionalism, and respect are the foundation of our salon culture. Elleham Salon reserves the right to refuse or discontinue service to anyone displaying abusive, threatening, or disrespectful behavior toward our team or fellow guests.

With Gratitude,

The Elleham Salon Team