

GALLERYVIBES5

CLIENT POLICIES

BOOKING & PAYMENT

- Appointments are **by appointment only**.
- **Full payment for the selected service is required at the time of booking.** Your payment secures your appointment date and time.
- All service payments are **non-refundable**.
- Please review your selected service carefully before booking.

HOME-BASED APPOINTMENTS

- GALLERYVIBES5 is a **private, home-based studio located in Tucson, Arizona**.
- The studio address will be provided to confirmed clients according to booking instructions.
- **No additional guests are permitted** during appointments. Please arrive alone unless prior approval has been given.
- Children, friends, partners, and other guests may not wait inside or accompany you to your appointment.

CANCELLATIONS & RESCHEDULING

- A minimum of **24 hours' notice** is required to cancel or reschedule.
- Rescheduling is subject to availability.
- Late cancellations may result in the loss of your payment and require full payment for a new appointment.
- Repeated cancellations or rescheduling may result in the loss of booking privileges.

LATE ARRIVALS

- A **10-minute grace period** is provided.
- Arrivals after the grace period may be subject to a late fee and/or shortened service time.
- Arrivals more than **30 minutes late without communication** may be considered a no-show and the appointment may be cancelled.
- Please contact GALLERYVIBES5 as soon as possible if you are running late.

NO-SHOWS

- A no-show is an appointment missed without prior communication.
- No-shows forfeit the payment made for the appointment.
- Clients who repeatedly no-show may be unable to book future appointments.

SERVICE CORRECTIONS

- If there is an issue caused by the stylist, please contact GALLERYVIBES5 within **48 hours** of your appointment.
- Approved corrective services must be completed within **5 days** of the original appointment.

- Corrective services apply to issues caused by the service provider and do not include changing your mind about the style after the appointment.

CLIENT PREPARATION

- Please arrive **on time and ready for your scheduled service.**
- Hair must be free of excessive product, buildup, or other conditions that prevent the service from being performed properly.
- If additional preparation or detangling is required, an additional fee may apply.
- Please communicate any concerns, allergies, sensitivities, or special requests before your service begins.

PROFESSIONAL CONDUCT

- Respectful communication is required at all times.
- GALLERYVIBES5 reserves the right to refuse or discontinue service because of disrespectful, threatening, inappropriate, or disruptive behavior.

PHONE & COMMUNICATION

- **Call or text:** 520-508-0167
- **Website:** GALLERYVIBES5.COM

By booking an appointment, you acknowledge that you have read, understood, and agreed to these policies.