

SAJADA'S SHOP POLICIES

[Effective December 2021]

MILITARY DISCOUNT

6% OFF your service. You must provide military I.D to receive this discount

BOOKING FEE

There is a booking fee that **must be paid upfront** for the time slot you prefer. The booking fee is for the **slot only** and will not be applied to your final price as a credit towards your total cost.

REFUNDS

ALL services are non-refundable.

CORRECTIVE SERVICES

We will be more than happy to schedule a CORRECTIVE service free of charge.

A *corrective service* is defined as a mistake from the service provider, not something you may have changed your mind about after the service has been performed. In case of a disagreement, a redo must be validated by management.

It is important that you contact the shop owner as soon as you are unhappy so that we can schedule your corrective service as soon as possible.

You have up to **48 hours** to contact the shop owner for a complimentary service to adjust any dissatisfactions. All corrective services must be performed within **5 days** of your initial appointment date. After 5 days, the corrective service will no longer be complimentary, and you will have to book a new appointment under the service "*touch up*" on the website.

RIGHT TO REFUSE SERVICE/RESPECTFUL BEHAVIOR

We reserve the right to refuse service to anyone demonstrating inappropriate behavior within the establishment.

Our goal is for you to have a positive experience. We will do our best to communicate effectively to determine your needs, check in with you periodically, and make adjustments as requested.

We ask that you communicate with your stylist about any issues that detract from your positive experience. This includes styling, products, and shop conversations. We encourage you to speak up and share your needs with your stylist including the need to take short breaks.

As in all shops, there may be a variety of conversations. Conversation topics must be **mutually agreeable** to both parties. We ask that you speak up if you are uncomfortable with any topics of conversation and

the stylist will ensure that conversation ceases immediately. Please note that the stylist has the same right to speak up about uncomfortable conversations, as well.

We ask that you raise all issues promptly and professionally; we will address them in the same manner. Our goal is a mutual solution to keep you as a client and to keep our business growing.

APPOINTMENTS: LATE/RESCHEDULING/CANCELLATION We know that unexpected events happen. We will allow you a 10-minute grace period to show up for your appointment. For any time beyond this grace period that you are late, we will assess a **\$15 late fee** which must be paid prior to services being rendered.

If you contact the stylist at least **one hour** in advance, late fees may be waived. Contact must be made via either phone or text (520-508-0167) or email: sajadastuckey@gmail.com.

If you are late and do not show up for your appointment within **45 minutes** of your scheduled appointment time (and have not contacted the stylist), your appointment will be cancelled. Your booking fee will not be returned, You must schedule a new appointment on the website [Galleryvibes5.com].

RESCHEDULING/CANCELLING APPOINTMENTS: If you must cancel or reschedule your appointment, we ask that you provide a minimum of **24 hours** advance notice. You must go directly to the site where you booked your original appointment [Galleryvibes5.com]. You will be charged a new booking fee to book a new appointment slot, however, the booking fee paid for the original appointment will be applied as credit when your service is performed.

If you are unable to provide a 24-hour advance notice but you cancel your appointment and do not reschedule, your booking fee will not be returned. If the stylist is late or must reschedule your appointment, you will receive a \$20 credit for the booked service.

NO SHOW: If you are a NO-SHOW, which means you have not called, texted or email regarding canceling or rescheduling your appointment, **your privileges to book again will be denied** and your booking fee will not be returned.

FIT IN FEE

All services are provided by **appointment only**. If you have a hair emergency or need an immediate appointment [that cannot be booked or approved through the website], there will be an additional **\$30 fit-in fee**. This \$30 fee will be charged on days that the shop is normally open. On holidays and days that the shop is closed, the fit in fee will be an **additional \$50**. To schedule a fit-in appointment, you must call 520-508-0167 for approval and confirmation.

LOYALTY

When a customer has received five (5) services, the establishment will provide a \$50 credit on the sixth service. The credit must be used on the sixth service **in full**. Once the credit is used, the offer period begins again.

Although the stylist will track individual customer appointments, it is recommended that at the fifth service, you remind the stylist of the credit for the next appointment.

SERVICES

We do not apply chemical altering products that permanently alter the texture of your hair strands such as hair dye or perm.

TRAINING

There is a no-refund policy on your training.

Training consists of 15 hours of hands-on interaction with your instructor. You determine the training schedule which is approved by the instructor. Once training begins, you may reschedule **one time** during the training period; Your training can also be terminated due to inappropriate behavior, conducting any forms of disrespect during the time of your training, for not showing up at all or totally disregarding the policies in place for the students and staff. If you are going to be late or absent, please contact your instructor to update them on any changes. Contact must be made via either phone or text (520-508-0167) or email: sajadastuckey@gmail.com.

Any skill you choose to be instructed on must be chosen up front upon your full payment before your enrollment packet is issued. Any changes made after your enrollment packet is printed will cause for a new packet print and will cost an additional \$5 to reissue a new updated enrollment packet. If you would like to learn any additional skill that you have not specified during your enrollment process, you have the option to add on after beginning your training for an additional fee of \$45 for each skill selected. A skill list can be found on <http://WWW.GALLERYVIBES5.COM> on the "classes" & "event" tab.

CERTIFICATION: This training is **not regulated through the State board of Cosmetology**. These skills cannot be used as information to help pass the state board to become a licensed cosmetologist. This training is strictly learning the skill of styling, managing, maintenance and performing services on natural hair while learning natural styles. Upon successfully completing your training, each student will receive a certificate of completion. Photos and videos of your progress will be taken, documented, and shared on social media for advertising purposes only.

HAIR ORDERS

All hair orders must be placed and paid in full at least 5 days prior to your hair install appointment. All hair orders will arrive at the shop location 2200 El Mercado loop Sierra Arizona 85635 store 1101 for **pick up**. If you prefer your order be delivered to your home location instead then include the shipping address where you would like your hair to be delivered to. All hair sales are final and non-refundable.

PREGNANT WOMEN/LOW INCOME FAMILIES

4% Discount for pregnant woman & low-income families. This discount is granted to any members, receiving food stamp benefits and/or pregnant. (**valid proof: ebt card/proof of pregnancy**)