

By the Blade Salon Policies

Appointment Cancellation/"NO-SHOWS"

By the Blade Salon has a 24 hour cancellation/rescheduling policy. If you cancel or change your appointment timeframe with less than 24-hour notice, you will be charged \$50 for chemical services and 50% of all other services. If you have paid a deposit for a service you will forfeit the full deposit amount. Time-slot cancellations made without a 24-hour notice are often difficult to fill. Giving last minute notice, or no notice at all, prevents another guest from being able to schedule into that time slot, resulting in a monetary loss to our staff. In the event you miss three (3) appointments without contacting the salon, we will not schedule future appointments for you.

"Late" Guests

We understand that "life happens." If you expect to arrive 10 minutes or more past your scheduled appointment, please call us. Our stylists work very hard to schedule the right amount of time for each guest's service. Accommodating late arrivals often disrupts other guests scheduled that day. Please be aware that if you are late, we cannot guarantee that your services will be able to be performed that day or performed in full. Your tardiness may result in having to reschedule your appointment for another day.

Confirmation Texts

As a courtesy, we make every effort to notify you of your appointment date and time. You should receive a text message upon making your appointment and again 48 hours before your appointment. We confirm in advance as a courtesy because we know how easy it is to forget an appointment booked months prior. However, it is your responsibility to remember your appointment dates and times. It is also imperative to notify us if your contact information has changed.

Acceptable Forms of Payment

We accept Cash and Credit Cards including Visa, Mastercard, Discover, and American Express. We will no longer be accepting checks. Payment is due at time of service. Thank you for your understanding.

Child Safety

Children will only be permitted in the service area when the child is receiving a service. For safety and insurance purposes, we ask that young children do not accompany you during your service. We love children but we hope you understand that we cannot assure their safety in a professional environment. We also do not want to compromise the relaxation of our guests, including you. Your understanding is greatly appreciated.

Relaxation/Unwind

Most importantly we want you to have fun and have the very best experience possible. We appreciate each and every one of you!

Letter Regarding Our Child Safety Policy

To our current and future guests of the salon,

We are writing this notice with the utmost respect to the parents in our salon. Over half of our staff are parents themselves and understand that this can be a sensitive issue. Moving forward, we will be implementing a new policy regarding children and their presence in the salon. We feel that children who visit the salon during their parents' appointments or children who are unattended in the waiting area can pose a safety issue. We work in an environment that has sharp scissors, razors, chemicals, and hot irons that can reach above 450 degrees. If something were to happen to your child, it would not only be devastating to you and your family, it would be equally as devastating to us.

We encourage parents to visit the salon without their children unless they have an appointment. Please understand that our concern is the safety of your child. We write this notice without the intent of offending and hope that you will aid us in keeping our salon a safe environment. Please contact us if you have concerns or questions about our new policy.

Thank you so very much,

By the Blade Salon Staff