

BOOKING & SERVICE POLICY

Please read carefully before booking. Booking an appointment means you agree to all policies below.

Deposits & Payments

- A \$30 non-refundable deposit is required to secure your appointment
 - The deposit goes toward your total balance.
 - Deposits may be used to reschedule ONE time only.
 - Full payment is required BEFORE service begins.
- Accepted payment methods: Cash, Zelle, or Apple Pay ONLY.
 - No other payment methods will be accepted.

Late Policy

- Clients are given a 15-minute grace period.
- After 15 minutes, your appointment will be canceled and your deposit is forfeited.

No Call / No Show

- No call, no show - banned from future bookings.
 - No exceptions.

Cancellations & Rescheduling

- You must cancel or reschedule at least 24 hours in advance.
- Same-day cancellations or cancellations made less than 24 hours before your appointment will result in a permanent ban from booking again.

Complaints / Concerns

- Any concerns must be communicated within 24 hours of service completion.
 - Complaints made after 24 hours will not be considered.

Hair Policy

- Hair is provided unless stated otherwise.
- If you choose to bring your own hair, it must be dropped off at least 24 hours before your appointment.
 - Same-day hair drop-offs will result in a \$50 same-day fee.

Service Conduct

- Clients must remain still and keep their head straight during service.
- If you do not keep your head straight, your parts will not be straight. This is not a valid reason for a redo or complaint.

Right to Refuse Service

- I reserve the right to refuse service to anyone for any reason.

