

Cancellation Policy:

- All Guests, new and or returning will be asked during the booking of their appointment for a current and up to date mailing address along with a current phone number.
- A 24-hour notice is required when cancelling or moving an appointment. This gives your stylist an opportunity for another guest to use that time that was unable to work for you. If a 24-hour notice is NOT given, the guest will be charged up to 50% of their scheduled services for that day. Any guest who forgets or chooses not to come to their scheduled appointment without giving a 24-hour notice is marked as a “no-show”. When a guest is marked as a “no-show” they will be charged 50% of their schedule's services for that particular day that was missed. An invoice will be mailed to those who do not give a 24-hour notice for cancellations and “no-shows” and no further appointments will be able to be schedule until the invoice is paid in full.
- If guest’s show up more than 15 minutes late to a scheduled appointment, we may not have enough time to complete the scheduled services requested by the guest. Your appointment time has been scheduled just for you, if you arrive late your time will have to be lessened or moved to another day to accommodate other guest after you. If you receive services on the day of a late arrival, you will still be required to pay for the full amount of your schedule services. For example, if you were booked for a haircut and arrive 15 minutes late, you may not get shampooed or blowout, but you will still be required to pay the full amount of a haircut service.
- Payments may be paid over phone or in person.