



Rules of the Underground

No Shows

Sometimes life happens, however when you no show to an appointment it does not allow an opportunity for me to fill your spot. Being this is a referral only business, your appointment time is reserved for you ONLY. If you NO SHOW you will be charged for 50% of the service. You will not be able to book your next appointment without a 50% deposit.

Cancellations/Rescheduling

I kindly request at least 72 hours if you need to cancel your appointment. This will allow the stylist to be able to reach out to guests currently on a waiting list to maximize the gaps in scheduling your cancellation has caused. If something comes up and you need to cancel or reschedule 48 hours or less there will be a \$50.00 charge prior to booking your next appointment.

Late Policy

If you are anticipating running late, please let the stylist know. If you are 15 minutes or more late for your appointment your service may be shortened, or you may have to reschedule. If this is habitual there will be a \$50.00 late fee if your appointment has to be rescheduled.

The Guarantee:

I want you to be 100% satisfied with your hair and overall experience. I know that your hair is important to you and I want you to be happy from the moment you sit in my chair to the moment you leave the salon! As a professional, I strive to communicate how important it is to take the most realistic approach to achieving your beauty goals! If you are not happy with your experience, I will make any necessary adjustments so you can leave the salon feeling amazing. If after your experience you are unhappy with your result, within reason, I am happy to make adjustments to your hair in the form of a correction service.

There are limitations to correction services to protect all parties involved:

- There are absolutely **NO REFUNDS**. My goal is to build a long-lasting relationship with you. Sometimes there are bumps in the road, however I would rather learn with you and make adjustments so I can meet your hair goals. Sometimes this takes time, but I am willing to be patient with you if you are patient and reasonable with me!
- Your color is valid for a correction service up to 10 days after your service(s) was performed.
- You will no longer be eligible for correction service if you or another stylist makes any changes to the hair.
- In order to qualify for a correction service, you must invest in the recommended retail products, and or Olaplex take home for proper care of the service at home.
- With the purchase of any color safe retail products from The Glossary Co-Op your color service is 100% guaranteed. This does NOT include shampoos purchased from other retailers or salons.

The fee for correction service is 15\$ per bowl of color or lightener required to make the adjustments.

***If you are in the middle of a color correction process and there is box color (any form of non professional color) you will not be qualified for a correction service if the desired result is not achieved in one sitting (this will be explained during consultation so there will be no surprises if the desired goal is not achieved in one sitting).**

***Additional toners, treatments and other necessary services will be priced (fairly) in each specific case.**

Please do not bring the kids to your appointment unless approved by the stylist. It is very hard to provide a service while having to keep an eye on the kids. This is a private residence.