



## *Policies & Procedures*

### APPOINTMENTS

Late Policy – If you are over 15 minutes late to your appointment, we will gladly reschedule your appointment

Cancellation Policy – We request 24 hours notice. Any cancellations with less than 24 hours notice can be charged at 100% of the full appointment cost.

No-Show Policy – If you do not show up for your appointment, 100% of the full appointment cost will be charged to your credit card on file.

Credit Cards – A credit card is required to secure all appointments, it will not be charged unless you do not show up for your appointment or you give less than 24 hours notice of a cancellation.

### RETAIL PRODUCT RETURNS & EXCHANGES

If you're not satisfied with your product, you are able to exchange it for up to 30 days after your purchase date. We do offer a full return/refund within 2 weeks of the purchase date.

### SERVICES

Hair Color / Haircuts – If you are unhappy with your service, please let us know within 1 week of your original appointment date so we can make it right.

Hair Condition at time of appointment – Please arrive with clean hair. We ask that all our clients show up to their color appointment with hair that is free of dry shampoo, hair color roots spray, or any other product that may alter the application of the hair color applied with us.

## *Policies & Procedures cont.*

### CHILD SAFETY

Children are only permitted in the salon if they have an appointment with one of our stylists.

### PET POLICY

Pets are not permitted in the salon

### PERSONAL BELONGINGS

We are not responsible for any stolen, lost or damage to any of your personal belongings.

### GIFT CARDS

Roots & Mane Gift Cards are sold exclusively through our salon. Gift cards are non-refundable and non-returnable, they are not redeemable for cash, nor can they be used for gratuity.

### PAYMENT TYPES

We accept cash, all major credit cards and personal checks. Salon gift cards are also accepted for both services and retail purchases.

There is a \$20 service fee for any returned check and any future payment must be made in the form of cash or credit card.

### PRIVACY POLICY

Any personal information you provide to us is strictly confidential and for salon use only. We do not share your information with any third party.