

GILBERT AZ PALETTE COLLECTIVE

POLISHED HAIR STUDIO



NATURAL BEADED ROWS EXTENSION SPECIALIST

salon policies

CANCELLATION POLICY

We require 24 hours notice to cancel an appointment; in the event that 24 hours notice is not given for a cancellation, a fee of 50% will be charged to your card on file. No-shows will be charged 100% of the service missed to your credit card on file. All fees must be paid and a deposit will be required to reschedule another appointment.

Please be aware that if you are more than 15 minutes late for your appointment, we may not be able to provide the service for which you have been scheduled and a cancellation fee will apply.

LATE POLICY

We understand "life happens". If for any reason you are expecting to be late by 10 minutes or more to your scheduled appointment, please call us! 480. 688. 3684

We work very hard to schedule the right amount of time for each service. Accommodating late guests is often impossible without disrupting other guests scheduled that day. Please be aware that in the unfortunate event you are late, we cannot guarantee that your services will be performed that day or

performed in full. Tardiness may require rescheduling your appointment for another day.

RETURN POLICY

We will issue a store credit on hair products unopened or gently used, returned within 7 days of purchase.

CELL PHONES

We want the Salon to be a beautiful and stress-reducing experience for all. Our goal is to provide a relaxing atmosphere so that you and other guests may enjoy our services. Please help us to achieve that by putting cell phones on silent while visiting the salon.

CHILDREN'S POLICY

We kindly request ONLY those receiving services be present in the service areas. Older children, (10+) capable of sitting quietly and unsupervised, may wait in the provided seating area. While this policy helps ensure that all guests enjoy a relaxing salon experience, it was created with your child's safety in mind. Also, young children in carriers/strollers may not be placed near the service areas or held in the lap.

Our salon is not child-proof. Sharp instruments, hot styling tools, chemicals and a busy, congested area make for a potentially dangerous environment for young children. Our Salon stylists and staff are dedicated to providing each of our guests with the highest level of services possible. We greatly appreciate your understanding and compliance with our child safety policy.

I have read and understand the Salon Rules including the Cancellation Policy, Late Policy, Return Policy, Cell Phone Policy and Children's Policy.

Name (print)

Name (sign)

Date