



Redo/ Refund Policy:

We strive to offer our guests the highest level of satisfaction and customer service. If you have a concern with the outcome of your service, please contact us within 24 hours (or 3 days for color or chemical services) of your visit and we will be happy to make modifications. Retail products are final sale.

Late Policy:

To ensure that everyone's service begins at the appointed time and guarantee a minimal wait time, please be on time for your appointment. If you are more than 5 min (10 minutes for hair services) late for your appointment you may be asked to reschedule or forfeit some of your scheduled services.

Cancellation Policy:

In order to continue providing the best possible scheduling options to all our guests we require a 24-hour cancellation notice for all appointments. Late cancellations and no call- no show will be subject to a 50% charge for the total of services cancelled. All cancellation fees are to be paid in full before any new appointments are scheduled or services provided. We reserve the right to only provide walk-in service or refuse service to anyone who does not call and does not show for two scheduled appointments.