

# Policies

## **24-hour Cancellation policy**

Your appointments are very important to our Aura Salon team professionals. We hold your appointments just for you & ask that if you must cancel or reschedule any appointment, you please provide us with 24-hour notice. This way, our team professionals will be able to adjust their schedules accordingly and we may be able to accommodate clients on our waiting list. We do, of course, understand that unavoidable issues come up and will do our best to work with you in case of an emergency, etc. However, if last minute cancellations or 'no shows' become a habit, you will be charged a cancellation fee. Here is our general breakdown of cancellation fees:

- Less than 24-hour notice will result in a charge equal to 50% of reserved appointment(s)
- 'NO SHOWS' will be charged 100% of service amount

As a courtesy, we do call, text and/or email to confirm the date and time at least 24 hours prior to your appointment. If we are unable to reach you and only leave a message, or cannot reach you at all, please understand that it is your responsibility to remember your appointment dates and times in order to avoid missed appointments and cancellation fees. You are always welcome to call and double check any appointments if you're unsure.

## **Late/Tardy Policy**

We will always try our best to accommodate you if you're running behind, stuck in traffic, etc. It happens, we know! However, your tardiness can affect the remainder of our teams' day by delaying them for their clients who come in on time. For this reason, we have set a few general ground rules for such situations. Clients will generally be allowed a 10 minute grace period. After that time, we will call to check in on you. If you are able to make it in time for your entire service to be completed, great! If not, you may have to forgo parts of the service in order to keep it in the time allotted for you. Please, always call if you even think you might be late; we'd rather know as early as possible so we can do our best to fit you in without upsetting the flow of our day!

Again, please remember that your appointments are reserved for you & only you. These policies allow us the opportunity to alert our standby clients of any openings, therefore allowing us to provide the best service possible. We very much appreciate your business and compliance with our policies. See you soon!



### **Guarantee Services**

We always want you to be 100% satisfied with your services. If you are not 100% satisfied we ask that you contact us within 5 days of your appointment so that we may schedule you to have your services corrected free of charge. Any issues reported longer than 5 days from the original appointment date will not immediately be considered a redo but will be assessed on a case by case basis.

### **Guarantee Products**

Just as we want you to be satisfied with your hair we want you to be happy with the products you are using. We will gladly accept returns for store credit on any products within 30 days from purchase as long as at least 2/3 of the product is remaining.

### **Cell Phones and hand held Devices**

As a courtesy to others Please silence your cell phones and other devices. Do not use speaker phone, we ask for you to use headphones or text. Thank you.

### **Children Safety**

Children may Not accompany clients while receiving chemical services.