

# Policies and Procedures

## *Payment Policy*

*Deposits must be paid to book an appointment for all services for Mobile Salon.*

## *Pricing Policy:*

*Mobile Salon pricing may vary depending on the services and time.*

## *Late Arrivals:*

*To respect the time of both our clients and stylist, we ask you to be available on time for your appointment. Clients arriving more than 15 minutes late will be imposed with a fee, 30 minutes late will forfeit the original appointment and be rescheduled.*

## *Late Cancellations:*

*Understand that emergencies happen. If you need to cancel your appointment, we simply ask that you notify us of any cancellations or rescheduling's at least 48 hours prior to the appointment. If the booking was made on the same day, notify us at least 5 hours prior. Cancellations that break these rules will cause deposit fee to be forfeited.*

## *No Show:*

*In the case of missing your appointment, you will be imposed with a fee worth your deposit of the missed service.*

## *Service Guarantee & Refunds:*

*If you are unhappy with your service, we will gladly work with you to fix it, but due to the nature of the service, we do not offer refunds.*

## *Health and Safety Policy:*

*The safety of our staff and clients is our utmost priority. If you are suffering from any contagious infection, we recommend that you reschedule your appointment until you are feeling better.*

### *Right To Refuse Service:*

*Our salon staff has the right to refuse service to anyone behaving improperly, intoxicated or if their state of health may influence the effects of the service.*

### *Mobile Appointment*

*When booking an appointment, please provide as many details as possible about your location. This can include but is not limited to the following:*

- *Parking* – We need to know where best to park, and reserve the right to charge for any parking/valet costs incurred
- *Location:* Street number, city, state and zip code.
- *This applies to hospitals, retirement homes, and any other buildings,*
- *We are bringing the salon to you, so helping us get to you faster is much appreciated*
- *Accessibility/Check In* – Be it a gated community, hospital, or any number of other facilities, knowing how to get in makes the process easier
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*All of these details are important for us arrive on time and provide you with the best salon experience we can offer.*

### *Hair We Go*

#### *30 Minute Window:*

*As a mobile company, some things such as weather and traffic are simply out of our control. For that reason, we ask you understand we may not arrive exactly at the scheduled start time, which in turn may then push back your end time. However, it is also our policy to keep you informed of any unforeseen delays and to provide you with updates.*

### *Appointment:*

*Although we strive to be on time and keep appointment dates, there are times where we may need to call to re-arrange an appointment. Due to us being mobile and things changing, flexibility is always appreciated. If you need your appointment to be on the date you*

*schedule and it is non-negotiable, please let us know in the comment section when booking your appointment.*

### *Gratuities*

*Tipping your stylist is optional (but always appreciated)! However, for parties of 4 or more, 20% gratuity will be automatically added.*

*Gratuities can be accepted one of three ways:*

- *Cash*
- *Stylists' personal Zelle*
- *Stylists' personal Venmo*

*We greatly appreciate your business and understanding.*