



## SASKIA SALON POLICIES

**Cancellation Policy:** Saskia Salon would greatly appreciate any cancellations be made at least 24 hours before your scheduled appointment time so that we can accommodate the needs of our clients who may be on our wait list. Please feel free to call us to reschedule or cancel your appointment at any time. We understand emergency situations can arise and we will do our best to accommodate you. However, last minute cancellations and/or no show appointments will be subject to a 50% appointment fee. Repeat offenders of this policy may be asked for a credit card to secure future appointments. We thank you for your cooperation and understanding.

**Late arrivals:** Please call us if you know that you are going to be late for your appointment. We will do everything we can to accommodate you. However, if you are more than 15 minutes late, we may not be able to complete your service(s) and still be on time for our next client. If this is the case, we reserve the right to reschedule your appointment for another day.

**Child Policy:** The Saskia Salon team loves children...some of us even have our own! However, we ask that you not bring your children with you to your appointment unless they are receiving services. Many guests look forward to their salon experience as personal “pampering” time. Further, even the most well behaved children are subject to elements of danger in the salon environment (sharp scissors, hot irons, glass shelves, etc.) Please respect this policy, and accept our appreciation for your understanding. In return, when your child is receiving a service, we promise to ensure that no pesky grownups disrupt their Saskia Salon experience.

**Service Guarantee:** We stand by our work at Saskia Salon and your satisfaction is very important to us. After receiving a service, you may request a redo appointment at any time within the first 7 days of your appointment. Due to the delicate nature and necessary home care of hair extensions, we guarantee them for 3 days after leaving the salon.

**Referral Program:** The referral of family and friends is the greatest compliment you can give us. For every (3) clients you send to Saskia Salon, we will offer you a complimentary wash, cut & style. Our little way of saying “thanks for the love”.

**Product Returns:** We offer a 100% satisfaction guarantee on all of our hair care products. If you decide that something is not right for you, and provided that at least  $\frac{3}{4}$  of the product is unused, we will gladly take it back & exchange it for another product within 5 days of original purchase. No cash or credit card refunds – exchanges or Saskia Salon credit only. Brushes, make-up, boutique items & gift cards cannot be returned or exchanged.

### **Salon Etiquette:**

**Chairside Companions:** Saskia Salon is growing by leaps and bounds! That said – we are running out of room! (Eeeek) So, to better serve you, we ask that if you bring a guest along that they remain in our reception area unless there is adequate seating available.

**Cell Phone Usage:** We too are plugged in here at Saskia Salon. However, for the peaceful enjoyment of all of our guests, we ask that the volume on all phones be turned down, and please be sure to use headphones if you choose to enjoy a video/game. Further, in the case that you have to take a phone call, please remember that when a timer goes off, so must the color. So we kindly ask that you not take phone calls when being shampooed.

**Pricing/Gratuities:** Pricing is determined by the experience of your stylist and may change with or without notice, due to our employees’ education and gained experience. Our prices do not reflect gratuities. If you love your new hair and wish to show appreciation, the industry averages are from 15%-20% of the service. And if you really want to make their day – cash tips are an added “treat”.