TERMS OF USE

Terms and Conditions

Introduction
Welcome to The Crystal Effect LLC. These Terms and Conditions govern your use of our website and services. By accessing or using our services, you agree to be bound by these terms.

Eligibility
To use our services, you must be at least 18 years old or have parental consent if you are a minor. By using our services, you confirm that you meet these eligibility requirements.

Use of Services
You agree to use our services only for lawful purposes and in accordance with these terms. You may not use our services to engage in any illegal or harmful activities.

Account Registration
If you create an account with us, you are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

Payments and Refunds
All payments, including deposits, are non-refundable unless otherwise agreed upon by The Crystal Effect LLC. Deposits will only be refunded if the appointment is canceled by The Crystal Effect LLC for reasons beyond the client's control. Cancellations due to factors such as lateness, incorrect style selection, improper hair preparation, illnesses, severely damaged hair, alopecia, or scalp conditions (including excessive dandruff or open sores/scabs) are not eligible for refunds. Clients must communicate any concerns or dissatisfaction before making payment and leaving the establishment. Once payment is made for services, no refunds will be issued.

Intellectual Property
All content, trademarks, and intellectual property on our website are owned by The Crystal Effect LLC or its licensors. You may not use, reproduce, or distribute our content without permission.

Limitation of Liability
We are not liable for any damages, losses, or claims arising from your use of our services, except as required by law.

Termination
We reserve the right to suspend or terminate your access to our services at any time if you violate these terms.

Privacy Policy
Your use of our services is also governed by our Privacy Policy, which explains how we collect, use, and protect your personal information.

Changes to Terms
We may update these Terms and Conditions from time to time. Continued use of our services after changes take effect constitutes your acceptance of the revised terms.

Governing Law
These terms are governed by the laws of the State of Florida, specifically Orange County. Any disputes shall be resolved in the courts of Orange County, Florida.

Booking Policies

- **Reservations**: All bookings must be made in advance through our website or designated booking channels. Booking made and accepted directly to the stylist(s) of The Crystal Effect LLC are subject to all of the terms and conditions listed on this page.
- **Deposits**: Unless otherwise stated, or agreed upon, a deposit is required to secure a booking.
- **Cancellations & Refunds**: You may cancel your appointment up to 48 hours in advance. After the 48-hour mark, you may text to cancel at least 24 hours before your appointment. Cancellations made less than 24 hours before your appointment will be subject to a fee of 20% of the remaining balance. Any cancellations or cancellation requests made by the client are NOT subject to refunds.
- **Rescheduling**: You may reschedule your booking up to 48 hours in advance, subject to availability.
- **Service Eligibility**: Clients must ensure their hair is properly prepared before the appointment. Services may be declined due to issues such as, product such as oil or leave in conditioners on the hair and scalp, incorrect style selection, severely damaged hair, scalp conditions, or other health concerns.
- **Lateness Policy**: Clients arriving late may forfeit their appointment without refund. A grace period of up to 20 minutes may be provided at the discretion of The Crystal Effect LLC.
- **Client Responsibility**: Clients must voice any concerns or dissatisfaction before making payment and leaving the establishment. Once payment is made for services, no adjustments or refunds will be issued.
- **Post-Service Adjustments**: Once services have been rendered and the client has left the establishment, The Crystal Effect LLC reserves the right to deny any adjustments to the style unless the concern was raised before payment was made. If an adjustment is agreed upon after the service date, it will only be accommodated based on schedule availability during regular business hours. Adjustments requested during overtime or holiday hours will incur additional fees. Requests for adjustments made after payment has been made and the client has left the establishment are subject to an additional fee.

- **Card on File Policy**: When booking, the client's card used to pay the deposit is saved on file. In the event of a no-show, cancellation within 24 hours, or cancellation due to hair conditions, tardiness, booking the incorrect style, or any other reasons previously mentioned that are not the fault of The Crystal Effect LLC, the card on file will be charged unless payment is otherwise received.

Health & Safety Disclaimer
Clients must disclose any allergies, medical conditions, or sensitivities that may be affected by the services provided. The Crystal Effect LLC is not responsible for any adverse reactions resulting from failure to disclose such information.

Right to Refuse Service
The Crystal Effect LLC reserves the right to refuse service to anyone who violates policies, is disruptive, or presents a health or safety risk.

Liability Waiver
The Crystal Effect LLC is not responsible for allergic reactions, hair damage due to pre-existing conditions, or dissatisfaction with services once the client has approved the final look. Clients assume all risks associated with hair treatments and styling.

Photography & Media Consent
The Crystal Effect LLC may take photos of completed services for promotional purposes. By receiving services, clients consent to their images being used unless they explicitly opt out before the service begins.

Force Majeure
The Crystal Effect LLC is not liable for cancellations, delays, or inability to provide services due to events beyond our control, including but not limited to natural disasters, emergencies, or unforeseen circumstances.

Website Terms of Use

- **User Registration**: If users books and appointment or create an account on our website, they must provide accurate and complete information and are responsible for maintaining the confidentiality of their login credentials.
- **User Conduct**: Users must not engage in unlawful, fraudulent, or harmful activities on our website, including hacking, spreading malware, or misusing content.
- **Content Restrictions**: Users may not post defamatory, obscene, abusive, or misleading content. The Crystal Effect LLC reserves the right to remove any content deemed inappropriate.
- **Online Content Disclaimer**: The content provided on our website is for informational purposes only and is subject to change at any time. We do not guarantee accuracy or completeness.

- **Third-Party Links**: Our website may contain links to third-party sites. The Crystal Effect LLC is not responsible for the content, privacy policies, or practices of external websites.
- **Copyright and Intellectual Property**: If you believe that any content on our website infringes on copyrights, please contact us with a detailed claim.
- **Electronic Communications**: By using our website, you consent to receive communications from us electronically, including emails, text messages, and notifications.
- **Modification of Terms**: We reserve the right to modify these terms at any time, with updates becoming effective immediately upon posting. It is your sole responsibility to check the Site from time to time to view any such changes in this agreement. Your continued use of the Site or the Service signifies your agreement to our revisions to these Terms of Use
- **General Terms**: If any provision of these terms is found to be unenforceable, the remaining provisions shall continue to be in full force and effect.

Contact Information
If you have any questions about these Terms and Conditions, you can contact us at Appointments@thecrystaleffect.com