

POLICIES

- **Consultations are always required for new clients** in person. If you are a recurring client wanting a change, please vocalize that no less than 1 week from your appointment.
- **NEW CLIENTS** Must book any time before 12 PM unless otherwise discussed. Please understand that your first appointment with me is meant for me to be able to get to know your hair & must have AT LEAST two inspiration photos ready and a current photo of your hair in natural lighting available. so it is advised that you do not make any plans the day of your appointment so that we may be prepared for any circumstances that may arise.
- Anyone under the age of 18 must have consent from their parent/guardian prior to appointment.
- Test-Strands are required for anyone who has had any previous chemical services whether done in a salon (only applicable if permanent color was previously used) or done at home.
- Large appointments (over 5HRS) will not be accepted past 12PM.
- You have 7 days from the day of your appointment (after being serviced) to do the following: Book your next appointment with NO deposit, vocalize any inconsistencies/hiccups in your hair. (Any fixes that do not pertain to the original service requested will be charged accordingly.)
- Be prepared to pay a nonrefundable deposit at the time of booking. This can either be the first hour of your chemical service, the equivalent of 1 row of an extension appointment, or half down of a haircut appointment.
- Remember inspiration photos are exactly that: inspiration. I will always do my best to get you closer to your goal, but I can never guarantee that it will happen immediately. If your end-goal may take sessions I will do my best to inform you as quickly as possible.
- If you have a budget, please verbalize that. I am more than happy to find options that work for the both of us if necessary.
- Deposits are NONTRANSFERABLE and NON REFUNDABLE. If you need to reschedule a currently existing appointment, a new deposit will be due at the time of booking.

- Cancellations/Last-Minute Rescheduling done within these time frames will have to pay the following in order to rebook:

Cancellation

- If no notice is given before you are over 15 minutes late for your appointment it will be automatically canceled and you will be charged for the day of cancellation fee. If I hear nothing back from you at all and it turns into a no call/no-show.
- No additional people allowed at your appointment.
- I will work on your hair based on my professional opinion and not your expectation. The integrity of your hair is my priority.
- If you are sick, please reschedule your appointment.
- My chair is my safe space. No hate speech will be tolerated.
- NO TOLERANCE POLICY: I will not tolerate any forms of disrespect to myself or to anyone else.
- Opinions of political matters or religious matters must be kept to oneself in order to avoid immediate cancellation of your appointment.
- Poor talk/gossip will not be tolerated in my chair as well.
- You will be expected to follow any hair care recommendations when serviced by me. If the advice given isn't followed, I cannot guarantee the health/longevity of your hair. If my recommendations remain neglected this can be grounds for discontinuation of services.
- A bond builder is used at every service, especially chemical services.
- By continuing to book, you acknowledge and accept that I will potentially take videos and/or photos of you/your hair. You, of course, will be asked for verbal permission at the time of your service.
- But continuing forward with your appointment, you agree and acknowledge that you have read all of my terms and policies and openly agree to following them continuing forward. This prohibits you from being able to request any refunds at any time.
- Please reach out to Sydcoloredyoursas@gmail.com or text me for any questions and allow at least 48HRS for a response.