

## BOWDATIOUS SALON POLICIES

### BOWDATIOUS SALON EDICT:

At Bowdations Salon we take the safety of our personnel and clients seriously. There is 24hr video that is recorded. Any vulgar, profane, sexual and/or racist comments are prohibited. Continued action of any of the above will result in being asked to leave the premise immediately regardless of the completion of your service.

### 24-HOUR CANCELLATION POLICY:

Your appointments are very important to our Bowdations Salon Professionals. We hold your appointments for you and ask that if you must cancel or reschedule any appointment, you please provide us with 24-hour notice. This way, our team of 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 reserve appointment(s)
- 'NO SHOWS' will be charged 100% of service amount

### 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 day by delaying them for other clients who come in on time. For this reason, we have set a few general rules for such situations. Clients will generally be allowed a 10 minute grace period. 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 important to our schedule as well as your own. These policies allow us the opportunity to alert standby clients of any openings, therefore allowing us to provide the best service possible.

### PRICES POLICY:

We are constantly expanding our services to bring you the latest and greatest. Although we make every effort to keep our website updated, please note that prices and services are subject to change at any time.

### PAYMENT POLICY:

Visa, Master Card, Discover, American Express. A \$25 fee will be assessed for returned checks. Bowdations Salon gift cards are not redeemable if reported as lost or stolen.

### AGE REQUIREMENT POLICY:

Bowdations Salon guests must be 18 years of age or older to receive treatments without the approval or accompaniment of an adult.

### RESERVATIONS POLICY:

Please arrive a minimum of 10 minutes in advance. We do our best to begin and end on time as a courtesy to the next guest.

### OTHER TIPS FOR YOUR VISIT:

Please do not bring valuables with you. Not that it has ever been a problem, but we are not responsible for lost or stolen items. Please respect the right to a quiet atmosphere for all guests. We ask that you refrain from talking loudly and that you silence your cell phone.

### LICE:

In the event you or your child has lice or has come into contact with someone who has lice you should refrain from bringing them to the salon and risk spreading it to others. If we find a lice/louse on you or your child during your visit you will be asked to leave immediately and are subject to a cleaning fee of no less than \$100.00. By State law we have to shut down and disinfect the entire establishment. This is not only inconvenient to you, but to my staff and other clients.

We very much appreciate your business and compliance with our policies.