

## SALON POLICY

# AERY SALON

## OUR SERVICE GUARANTEE

We make every attempt to ensure that you are satisfied with your experience at Aery Salon. In the event that you are not completely satisfied, please let us know at the time of your service or within 48 hours after your service has been performed.

## RIGHT TO REFUSE SERVICE

Aery Salon reserves the right to refuse service to anyone demonstrating inappropriate behaviour to any member of our staff.

## RETURN POLICY

We are happy to return any retail products you purchased within 7 days of original purchase. No cash value is given and Salon credit will be issued

## METHODS OF PAYMENT

Aery Salon accepts Visa, Master Card and Cash.

## RESERVATION

You may book a reservation by calling or texting our salon, through our social media or by email.

## REFUNDS

All services are non-refundable but we will be more than happy to schedule a corrective service free of charge.

The service must be a mistake from the service provider, not something you might have changed your mind (after the service has been performed). In case of a disagreement, a redo must be validated by management. You have 48 hours to contact the Salon to receive a complimentary service to adjust any dissatisfaction. Corrective services will not be allowed 5 days past initial service date.

It is important you contact the Salon as soon as you are unhappy so we can schedule you ASAP for a corrective service.

Please keep in mind, using box color or going from Darker to Lighter tones may result in more than one service to achieve your desired result.

## ONLINE BOOKING

Your request will be scheduled based on Artist availability. Your request is not approved until you receive confirmation from Aery Salon.

## HEAD LICE

It is against Studio Policy to perform services on clients with head lice. If a client has been diagnosed with head lice while receiving a service in the salon, we would not be able to complete the service the same day. We would be able to complete the service within 48 hours once the head lice treatment has been completed.

# 48 HOUR CANCELLATION POLICY

In order to respect the time of both our guests and our staff, we simply ask that you notify us of a cancellation or rescheduling at least 48 hours prior to the appointment.

If an appointment is re-scheduled 3 individual times within the 48-hour window you will be placed on a walk-in basis only. This is so that we may have ample time to fill the appointment time should you need to cancel your service.

Appointments that are cancelled less than 48 hours prior will result in a \$50 fee charged on your next service.

We send a reminder text to each customer the day before your booking. Please note that this is just a reminder and We do not accept cancellations on the day before your appointment. If you do cancel, we will treat the cancellation as a no show.

# NO SHOW

In order to respect the time of our Stylists, if an appointment is not showed you will be subject to a \$50 no show fee and serviced on a walk-in only basis. Please be advised if you NO Show on a Re-Do Reservation we will not be able to schedule a new reservation free of charge.

# LATE

Please be courteous to your Artist and other clients. If you are more than 15 minutes late for your appointment, we may have to reschedule your appointment

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# CHILDREN

Our Children's haircut is for children under the age of 10. Children over the age of 10 are charged for full price services. Aery Salon is a Family Friendly Salon. However, all children under the age of 13 must be accompanied by an adult at all times.

# GIFT CERTIFICATE POLICY

Gift certificates are valid for up to one year from the date of purchase and must be presented at time of service. Copies of gift certificates are not acceptable. Please call Aery Salon concerning lost gift certificates. All gift certificates are non-refundable. Gift certificates are not redeemable for cash. Gift certificates are valid at Aery Salon only for all products and services available.

# PRIVACY

Information collected is only used if we need to contact you for further information regarding your appointment.