



### *Privacy policy*

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“Customer information in our files is used to improve your service and send important messages as well as marketing communications. We do not, under any circumstances, share this information with third-parties.”

### *Refund policy*

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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.

### *Kid policy*

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“To guarantee the comfort of all of our clients, we do not allow children in the salon who are not receiving any services. Failure to follow this policy will result in the appointment needing to be rescheduled and may incur a late cancelation fee.”

### *Right to Refuse Service*

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We reserve the right to refuse service to anyone demonstrating inappropriate behavior to any member of our staff.

### *Return Policy*

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

### *Children*

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Our Children's Menu is for children under the age of 10. Children over the age of 10 are charged for full price services. All children under the age of 13 must be accompanied by an adult at all times. If a Child under the age of 18 is receiving a service, a consent form must be signed prior to the service is performed.

**Payments can be done by Visa, Master Card, Bank Transfer and Cash.**