

# Clare's Hair Affair Policies

**REFUNDS:** I do not offer refunds, however I do offer adjustments on color. Please see the section below.

**COLOR ADJUSTMENTS:** I strive to provide the highest quality and level of service. Should you wish to have an adjustment made to your color or toner please contact me within a week of your appointment. We will discuss a 'fix', however if you try to 'fix' your hair at home then you are forfeiting your rights for me to 'fix' the service.

**TARDINESS:** If you are running late to your appointment please let me know, I do have a 15 minute lateness policy. If you are more than 15 minutes late adjustments to your service may be required but are not guaranteed.

**NO CALL NO SHOW:** Please provide 24 hour notice for haircut appointments and 48 hour notice for color appointments if you will be unable to attend. If you no call no show you will be required to pay 100% of the service.

**CANCELLATION:** Schedule adjustments are sometimes necessary. I request 48 hour notice for all color and extension appointments and 24 hour notice for all haircuts. When you fail to give proper notice then I am unable to fill your spot, resulting in a loss of income. Should you cancel not in your allotted time frame a 50% cancellation will be charged. However things come up and I will try to be as understanding as possible.