

CANCELLATION & SALON POLICIES

Your appointments are very important to Mystique, it is reserved especially for you, she understands that sometimes schedules adjustments are necessary; therefore, she respectfully request at least 48 hours' notice for cancellations.

STRICT AND ENFORCED 48 HOUR CANCELLATION POLICY!

Please understand that when you forget to cancel your appointment without giving enough notice, she misses the opportunity to fill that appointment time, and clients on the waiting list miss the opportunity to receive services. Mystique appointments are confirmed 48 hours in advance because she knows how easy it is to forget an appointment you booked months ago. Since the services are reserved for you personally, a Cancellation fee will apply.

- Less than 48 hour notice will result in a charge equal to 50% of the reserved service amount.
- "NO SHOWS" will be charged 100% of the reserved service amount.
- Appointments made within the 24 hour period and need to cancel, the client then must cancel within 4 hours of appointment time or will result in a charge equal to 50% of the reserved service amount.
- Any multiple services or combos must be held with a cash prepayment. Multiple services or combos not cancelled 48 hours in advance will be charged 100% of the reserved service amount. A cash prepayment "HOLD" is required to reserve the appointment time.
- The cancellation policy allows her the time to inform standby guests of any availability, as well as keeping the scheduled filled, thus better serving everyone. Mystique 360 policies are presented and provided in the best quality and tradition of excellent service for established and future clientele. Thank you for viewing and supporting Mystique 360 policy criteria.

CONFIRMATION CALLS

As a courtesy, Mystique will call/text to confirm your service appointments two business day prior to your appointment date. However, if she is unable to reach you, and can only leave a message, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

CLIENTS RECEIVE NOTICE WHEN SALON CANCELS

Mystique stands by the policies, it is only fair that Mystique 360 honor the same policies as the clients, for any reason the salon has to cancel on a client less than 24 hours of the appointment scheduled; Mystique will give you a courtesy call. If the cancellation is due to situations that is out of our control such as power outage, natural disaster, unfortunate incidence, etc... that requires the salon to be closed during regular business hours, Mystique would gladly reschedule your appointment.

Scheduling Appointments

WALK INS – We welcome walk-in customers, however if it is not convenient with our schedule you may have a waiting period or need to schedule an actual appointment.

SCHEDULING – Scheduling in advance really depends on the flexibility of your schedule. We always recommend that you schedule your next appointment prior to leaving. This will ensure that you have an appointment that works best with your schedule. Keep in mind that Mystique book up weeks in advance. Scheduling appointments at least 2-4 weeks in advance is advised. Although, many of our clients choose to pre-book for the entire year. It also ensures that 'your' time slot will always be reserved for you.

STANDING APPOINTMENTS – If you would like a specific time, day, and week rotation for each appointment we can do it, for example: every 4 weeks, on a Tuesday, at 5pm? Not only can we do it... We recommend it! This allows you to get the appointment day and time desired. We can book out your appointments for the next 3, 6, 12, or more months.

WAITING LIST – If the designer is not available at the time you request, we would be happy to put you on a waiting list. JUST ASK! In the event that another client needs to reschedule (which happens often), and an appointment becomes available, we will call you. However, we do recommend that you go ahead and schedule an appointment at the first available time slot and then have your name added to the waiting list.

REMINDERS – If you are worried about forgetting your appointment...Don't. We'll remind you. We will automatically confirm your services via phone 48 hours prior to your appointment. Please be sure to keep us up to date on any phone # changes. If for any reason we are unsuccessful in contacting you personally—please call us to ensure both you and the designer that there have been no changes.

CANCELLATIONS – Your appointment is reserved especially for you & your designer. If for any reason you need to reschedule, change, or cancel your appointment, please notify us with at least 48 hours' notice. This will enable us to offer that time to another client on the waiting list. We understand that unforeseen emergencies can arise, however, repeated 'No Shows' or continued last minute cancellations could result in us asking you to prepay for your future appointments.

RUNNING LATE – In order to serve you better, we ask that you arrive on time to your appointment. If you foresee that you may be late for your appointment, please call right away. Arriving late may limit the time of your service; which may reduce effectiveness and enjoyment of the service.

We will make every effort to accommodate you. However, it may be necessary to alter the scheduled service, work you in the schedule or as a last resort, reschedule your appointment.

MISSED APPOINTMENTS-In the event that you miss three consecutive appointments without contacting the salon, you will be unable to schedule future appointments. However, you may be considered as a walk-in.

FEES-All fees for services rendered are expected upon completion of services. We will be more than happy to discuss all charges and fees. Considering that all services are individually priced, please request a total price prior to receiving services. If you should conclude that you are unable to pay for all your services, we will gladly reschedule your appointment. Please Note - Credit for salon services is not an option, including postdated checks.

NO Checks! NO Credit Cards! NO Credit! NO Cash Refunds! However, we DO accept CASH. :) Please stop by ATM/Bank before appointment.

CHILDREN – We treasure our children, however my Studio is designed for YOUR Personalize Services. Space is available only for those being served. As a courtesy to stylist and other salon guests, please do not bring guest or children. It's your responsibility to make arrangement prior to appointment.

NO PETS-We love our pets, too! However, we regret that we are unable to allow pets inside our facility.

Preparation For Your Visit

THE PROCESS-We firmly believe in the value of your time and make a conscience effort to avoid long waiting periods in the salon. If time is critical to your schedule on a particular day, please make us aware of your schedule when scheduling your appointment. Whether you're having one service or multiple services performed on your hair, you have to keep in mind that salon services are a process... A Beautiful YOU is well worth the quality time!

PARKING-Public parking conveniently located in front and rear of plaza, both just a short walk from the salon. Suggest evening appointments park in rear. Guest parking (next to rear entrance) is limited to first come, first serve basis.

What to Expect During Your Visit

CELL PHONES – For the comfort and respect of the entire studio, please turn your cell phone off, silence, or to vibrate. We ask that you keep your cell phone calls to a minimum while inside the studio. This allows your stylist to concentrate on your service and to avoid running late into the next scheduled appointment. Please refrain from using your cell phone while you are in the chair being serviced. Also, Please do not take pictures of salon, stylist, or clients without permission. Cell phones are great, but can also be a distraction to the person providing you a service and to others.

Conclusion Of Your Visit

AT HOME CARE – Quality, professional hair care requires quality professional maintenance. When used properly, you will only need a very small amount of product, costing you only pennies a day. Why pay top dollar for the perfect cut, color, or style, only to turn around and use lower quality products? If you like the way your hair looks when you leave the salon, the only way to reproduce it is to 'Do what I do, and use what I use'. Your stylist will recommend the professional products best for your hair type, condition and style.

GRATUITY – Gratuities are not included in the price of the services or packages. At your discretion, gratuities are graciously accepted by the technicians. The industry standard ranges from 15% to 20% of the service fee.

REFERRALS – Please do! In fact, for every first time client you refer to the salon, we'll give you \$10 off your next visit. Moreover, the individual you sent will also receive \$10 off their first visit. Everyone wins!

Mystique has the Right to Refuse Service. This is a Respectful, Positive, and Peaceful atmosphere. If your attitude and personality doesn't reflect this, then this is not the environment for you.