

Policy & Procedures

Client Policy & Procedures Cancellation:

No Call No Show appointments: Your card on file will be charged \$40.00 or (full price of service if less) if you fail to cancel your appointment 24 hours prior to your scheduled time.

Arrival & Late Arrival: In order to stay efficient timing is critical, if you arrive more than 10 minutes late you will be charged a No Show fee and will be asked to reschedule. For security reasons, our front door may be locked, call 419-535-1862 to inform me you are here.

Before: your appointment: If you are scheduled to receive a haircut, clipper cut or trim (ONLY) please cleanse and dry your hair prior to your hair appointment. If you are receiving hair color or a chemical service, DO NOT shampoo, brush your scalp or do anything to irritate your scalp 24-36 hours prior to your appointment. If you have braids remove 24-36 hours prior to your appointment.

Scheduling Appointments: When booking / scheduling appointment you must schedule all services needed. Due to time I may not be able to accommodate additional services at time of services. Phone appointments will be accepted Only for first time clients. All returning and regular clients are encouraged to pre-book appointments while in service or use my virtual assistant @ studio329salon.com. Occasionally I may text or call you from my personal number, please do not reference this number for scheduling future appointments.

Payments: When you book your appointment (s) online you will be required to guarantee your appointment with a credit card. Your card info is secured and will not be charged, upon completion you will have the option to pay with cash, card on file or other card. I accept cash, Visa, Master Card, AMEX, Discover, Apple pay & Cash app.

No Children: Children under 12 are not allowed in the salon unless receiving service.

Health History & Illness: In order to provide optimal salon service please inform me of any over the counter or prescribed medications you are taking. If you are pregnant, have high blood pressure, etc. please inform me. If you are sick, coughing, fever experiencing cold, flu like or COVID 19 symptoms please reschedule.

I have read and agree to the above Policy & Procedures

I agree to use electronic records and signatures.

A large, stylized handwritten signature in black ink, enclosed within a thin black rectangular border. The signature is cursive and appears to be the name 'R. M.' or similar.