

# **William & Mary Salon Policy**

## **Salon polices and terms and conditions**

Please be aware by making an appointment you acknowledge and agree to abide by these terms and conditions. William & Mary reserves the right to cancel, delay, shorten or change treatments where reasonably necessary due to the effects of any of the provisions below.

## **Our Service Guarantee**

Your satisfaction is our highest priority therefore we guarantee 100% satisfaction in all our hair services. If you are not happy and provided you have followed our recommended prescription and notified us at the time of service or within two days after your service, we are committed to make any needed corrections within 7 days.

## **Refund Policy**

The employees delight themselves on providing you with exceptional service and excellent customer care. We do not issue refunds on Salon services. However, should you have any questions or concerns about the service you have received in the salon, please notify the salon within two days of your service. If you are not satisfied with the work performed, we require that you return to the salon so that your hair can be visually inspected. At that time, we will make every effort to make any adjustments to your satisfaction by rescheduling you at no cost to yourself.

## **Late arrivals**

We fully understand that sometimes being late is outside of your control. We will always do our best to accommodate late arrivals. (Within 15 minutes after your appointment) by performing the most complete treatment possible in the time remaining at the full price. Unfortunately, arriving 15 minutes after the scheduled time of your appointment will result in full charges.

## **Right to Refuse Service**

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