



SERVICE POLICIES OF OUR TEAM

Our talented stylists undergo an extensive individually-paced and structured training program and are provided with ongoing education. Through the structure of consistent education and teamwork, they have worked to establish themselves. As such, each stylist's service prices reflect their experience level, expertise, and demand of their services and their prices may occasionally increase.

CANCELLATION POLICY

We respectfully request that all date changes or cancellations be made 24 hours before your scheduled appointment. 48-hour notice is requested for multiple services. Last-minute cancellations are costly to the salon and our staff. Therefore, the first time you fail to cancel within a minimum 24-hour notice there will be a credit card charge for half of the service value before being able to rebook another service. If this continues to be an ongoing issue, it may result in a full charge at the time of your booking an appointment.

CELL PHONES

To ensure a relaxing experience for our Feel Good Hair guests, we encourage guests to silence all cell phones.

ARRIVING LATE

Busy schedules often force you to arrive late. We promise to make our best effort to fit your service into the schedule. If you are more than 10 minutes late, we may have to modify your service or have another available artist complete your service. If you are more than 15 minutes late, we will try to complete the service or reschedule you for another time. This may result in a cancellation fee.

ADJUSTMENTS FOR HAIR SERVICES

Requests must be made within 24 hours from the date of service. Redo's will be performed by the same stylist or one at the same level.

WAITING

Occasionally we may be running behind. When we do, we promise to communicate with you. We may utilize our team to help get you started. If we make you wait longer than 20 minutes, we will offer you a gift for your inconvenience and will offer the option to reschedule you for a future appointment.