



THE VELVET EDGE SALON

Guest Policies

We are so grateful that you choose The Velvet Edge Salon! Our policies are designed to protect our guests, our team, and the time reserved specifically for you. By booking an appointment with The Velvet Edge Salon, you acknowledge and agree to the following policies.

APPOINTMENTS & RESERVATIONS

Appointments are reserved specifically for you and your stylist. A valid card may be required to reserve an appointment and remain securely on file.

Please review your appointment confirmation carefully and notify us as soon as possible if any information is incorrect.

CANCELLATIONS & RESCHEDULING

We understand that plans can change. If you need to cancel or reschedule your appointment, we kindly ask that you provide at least **48 hours' notice**.

Late cancellations, same-day cancellations, and missed appointments significantly impact our service providers, as that appointment time was reserved exclusively for you. **Appointments canceled or rescheduled with less than 48 hours' notice, will be charged 50% of the total services booked to the card on file.**

By reserving an appointment with The Velvet Edge Salon, you acknowledge and agree to this cancellation policy and authorize the applicable fee to be charged to your card on file.

Appointments canceled or rescheduled with less than the required notice may be subject to a cancellation fee.

Repeated cancellations, no-shows, or excessive rescheduling may require prepayment before future appointments can be reserved or may result in the salon declining future bookings.

NO-SHOWS

An appointment that is missed without notice is considered a **no-show**.

No-shows may be charged according to our cancellation policy (**100% of services booked**) using the authorized payment method on file. Any outstanding balance may be required to be paid before another appointment can be scheduled.

LATE ARRIVALS

We understand that delays happen. However, arriving late may affect our ability to complete the services originally reserved.

Depending on the amount of time remaining, we may need to modify your service, shorten the appointment, reschedule part or all of the service, or adjust the services performed.

Our priority is protecting the experience of every guest scheduled that day. We cannot extend an appointment when doing so would cause delays for the guests scheduled after you.

CONSULTATIONS & PRICING

Every service begins with communication.

Your stylist will discuss your goals, hair history, maintenance expectations, and recommended services before beginning whenever possible.

Pricing may vary based on the services required to achieve your desired result, your hair's length/density, product usage, additional time required, and your stylist's recommendations.

Please ask questions before your service begins if anything about your service plan or estimated investment is unclear.

COLOR & CHEMICAL SERVICES

Hair color and chemical services can be affected by previous color, lightener, medications, minerals, at-home products, heat damage, hair condition, and other factors that may not be visible before beginning the service.

Your stylist may modify or decline a requested service if proceeding could compromise the integrity of your hair.

Some transformations cannot safely or realistically be achieved in one appointment and may require multiple sessions.

REDOS & SERVICE ADJUSTMENTS

We want you to love your hair.

If you have a concern with your completed service, please notify The Velvet Edge Salon within **72 hours of your appointment**.

Approved adjustments must be completed within **10 days of the original service**.

An adjustment is intended to correct an issue with the originally agreed-upon service. A change of mind, new inspiration photo, or request for a different color, cut, length, or style is considered a new service and may result in additional charges.

We ask that you contact the salon directly before attempting to alter or correct the service yourself or having another provider alter the work.

REFUNDS

Because professional services involve time, labor, and product that cannot be returned once performed, **completed salon services are not refundable**.

If you have a concern with your result, please contact us within our adjustment window so we have the opportunity to evaluate the service and determine an appropriate solution.

RETAIL PRODUCTS

If you experience an issue with a retail product purchased from The Velvet Edge Salon, please contact us as soon as possible so our team can help determine the best solution.

Product recommendations are made based on your hair, service, and maintenance needs; results may vary depending on use and other products used at home.

CHILDREN & ADDITIONAL GUESTS

To maintain a relaxing, professional, and safe salon environment, we ask that you limit additional guests whenever possible.

Children receiving services are always welcome. Children who are not receiving a service should be accompanied and supervised by another responsible adult when possible.

Our salon contains hot tools, chemicals, sharp implements, and other professional equipment, so children must remain supervised at all times.

PERSONAL BELONGINGS

Please keep personal belongings with you during your visit. The Velvet Edge Salon is not responsible for lost, stolen, or damaged personal items.

We also recommend wearing clothing that you are comfortable having around professional hair color and chemical products.

RESPECTFUL ENVIRONMENT

The Velvet Edge Salon is committed to providing a safe, welcoming, and respectful environment for our guests and team.

Disrespectful, threatening, discriminatory, sexually inappropriate, aggressive, or unsafe behavior toward another guest or team member will not be tolerated and may result in the termination of the appointment and/or refusal of future services.

PAYMENT

Payment is due at the completion of your appointment unless other arrangements have been approved in advance.

An authorized card on file may be used for applicable late-cancellation or no-show fees, outstanding balances, services, or other charges authorized under the salon's payment policies.

OUR COMMITMENT TO YOU

Our goal is for every guest to feel heard, cared for, and confident when they leave The Velvet Edge Salon.

In return, we ask our guests to communicate openly, arrive prepared and on time, respect the time reserved for their appointment, and give us the opportunity to address concerns directly.

By booking an appointment with The Velvet Edge Salon, you acknowledge that you have reviewed and agree to our current salon policies.

Thank you for trusting The Velvet Edge Salon. We appreciate the opportunity to serve you and look forward to having you in our chair.