

Policies & Disclosures

Security Deposit Disclosure

In order to secure your appointment through our online booking system, your credit card will be charged a non-refundable security deposit towards your service price. This amount will be debited immediately upon booking and authorization. The remaining balance will be due on the day of your scheduled service. Cash and cards are accepted. Please be aware that when using a debit or credit card there is a 3.5% processing fee applied.

Cancellation & Rescheduling Policy

We know your time is valuable, and ours is too. Out of respect for our artists and clients, please provide at least 48 hour notice if you need to cancel or reschedule your appointment. This will ensure that we are able to offer your appointment slot to other clients currently on the waiting list. If you fail to provide us at least 48 hour notice of the cancellation/reschedule, your deposit will be forfeited and a new deposit will be requested to rebook a new appointment. A notation will be made on your file and we reserve the right to restrict scheduling for those who cancel in excess. If you are more than 15 minutes late for your appointment, you will be required to reschedule to ensure we deliver satisfactory service to you and our other clients. Late arrivals will forfeit their deposit and a new deposit will be requested to re-book a new appointment.

No Show Policy

If you do not show up for your appointment (no-show), the full amount of the booked service will be charged to your credit card on file. Failure to show up for your complimentary touch-up appointment (second session for your powder brows or nano-brow service), you will be charged a no-show fee equivalent to the original full amount of the touch-up (\$250). A notation will be made on your file and we reserve the right to restrict scheduling for no-shows.

Children Policy

Due to safety considerations and limited space, children are not permitted in the salon. It is against the health code to have children in this salon due to the services we provide. Our salon contains fragile medical equipment and supplies, our artists are unable to perform services safely while a child is in the room without direct supervision. If you are receiving a service, you are unable to provide necessary supervision. This is for your child's/children's safety as well as your own.

The policies listed are applicable to everyone with no exceptions.

ABSOLUTELY NO REFUNDS WILL BE GIVEN FOR ANY DEPOSIT OR SERVICE.