

Appointment Cancellation Policy

We have a **24 hour** cancellation/rescheduling policy. If you cancel/change your appointment with less than **24 hours** notice, you will be charged a fee determined by your scheduled service.

This policy is in place out of respect for our stylists and other salon guests. Cancellations with less than **24 hours** notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot.

"NO-SHOWS"

"NO-SHOWS" will be charged 50% of the original service scheduled. In the event you miss 2 (two) consecutive appointments, you will be unable to schedule future appointments. You may be considered as a walk-in.

Late Guests Policy

We understand "life happens". If for any reason you are expecting to be late to your scheduled appointment, please call us! **225-761-3394**. We work very hard to schedule the right amount of time for each service. Accommodating late guests is often impossible without disrupting every other guests schedule that day. Please be aware in the unfortunate event you are late, we cannot guarantee that your services will be performed that day or performed in full. It may also result in an incomplete service and affect the quality of your service.

New Guest Reservations

Even if your hair has been well maintained by a previous stylist, it is our policy to spend our first appointment familiarizing ourselves with you and your hair in order to determine our best method of services in the future. **If this will be your FIRST TIME visiting us or this is a Welcome Back appointment, there is a deposit required to reserve your appointment.** The deposit will be applied to your service total at the end of your visit. ****If it has been more than 9 months since your last appointment, you are considered a Welcome Back appointment.**

Service Satisfaction

In the event that you are not satisfied with your service, we ask you to please contact the salon within **7 days** of that service. We would like every opportunity to meet & exceed your expectations, as we do value you as a guest. Our goal is to make sure you are satisfied with the services you receive & have a great experience. We are committed to making sure that you love your hair and will do whatever we can, within reason, to achieve this commitment.

No Service Refund Policy

Services received at the Garrett Neal Studio cannot be refunded. As stated in the Service Satisfaction, it is our commitment to you to do everything within our power to assure that you are happy with your hair services. We invite you to let us know when you are not 100% satisfied and we would be happy to have you come back to the salon and consult with a senior stylist on what steps can be taken to achieve your goals.

Product Exchange Policy

If you are not happy with the hair product we suggested, we would be happy to issue a product exchange within 30 days of your purchase.

Gift Cards/Certificates

NO refunds will be given for gift card purchases. Gift Certificates are NOT redeemable for cash.