



REFUND/ Reschedule POLICY

1. Lady A's do not offer refunds on products, services or appointment booking.
2. Please understand the style and service of your booking ahead.
3. If unsure of anything please contact us by phone or email.

CONSULTATIONS can be booked by contacting the salon. There is a nonrefundable deposit for consultations, if you decide to schedule with us after the consultation, the amount paid goes towards your service price, so it's not lost.

The service deposit of \$85 placed will go toward the final price of the /service selected.

4. If you are needing Rescheduling of a prior booked appointment please inform us 3 days prior to the appointment. If the business is closed and it's after hours, email us immediately.
5. At Lady A's our stylist strictly works by appointments so it's imperative that we are notified quickly to Reschedule you and not hold up a slot someone else can book.
6. We only allow clients one Reschedule on each appointment deposit, if needed. This appointment can only be rescheduled within the same week or the following week. We do not schedule out further than that. If you can't reschedule within the time frame given your deposit will be lost. If you try to reschedule last minute your full \$85 deposit will be lost and you will need to rebook. Last minute cancellations means our stylist has no work, therefore the deposit placed serves as their compensation for the day, being you didn't show up, but held a spot someone else could have had.

Please Understand: If the customer fails to make the appointment the customer's full deposit will be lost NO EXCEPTIONS.

LATE POLICY

1. If the customer is running late please notify the studio immediately. So that the studio personnel can make the extended time arrangements.
2. Running late will always result in the customer paying a late fee NO EXCEPTIONS.
3. If the customer runs more than 15 minutes late the customer will be charged a \$25 late fee which will be applied to the customer's final balance.
4. If the studio personnel runs more than 15 minutes late the customer will be discounted \$25 which will be removed from the customer's final balance.
5. If the customer is running more than 30 min late your service will be canceled and the deposit will be lost.
6. If the customer appointment is lost due to the customer running late, the studio will notify you immediately to reschedule and another deposit will have to be paid for another appointment NO EXCEPTIONS. The customer will also still owe \$25 on the next visit for the late/ no show fee for having the stylist wait and still no show.

Note: The studio has the right to refuse service due to any attitude or bad experience with a customer. If you bring a bad vibe to our studio we will no longer accept your business, we believe in Healthy relationships.

7. If the stylist or studio personnel decides to work with the customer after the customer arrives late, past 30 min. due to the customer stating a necessary need to keep the appointment, then there will be a \$50 late fee added to the customer's final payment. The studio will notify the customer if this applies.

(So Please Be On Time to Avoid Any Late Fee Situations)

Thank You