

Welcome!

At Elysian Salon we celebrate and welcome all humans/genders while striving to bring you a customized, high quality service in a relaxed and healing environment. We choose to go beyond just the basics of hairstyling and try to elevate your experience so that you feel beautiful and nurtured from the inside out. You are truly important to us and we want to make sure we are a good fit for one another. We will always respect your requests and schedules and we ask that you do the same for us. Please carefully review the statements below.

Salon Policies

1. **To schedule and reserve an appointment a credit card must be on file.** Your card will not be charged before services are rendered unless you cancel or make changes to your appointment outside of our cancellation policy, which is listed below:

- We respectfully require 24 hours notice for cancellations or changes to the service(s) scheduled.** If proper notice is not given your card will be charged 50% of the scheduled services.

- No call/No shows will be charged 100% of the scheduled service(s). Should this happen more than once we regret to inform you that you will be prohibited from scheduling appointments with us in the future.

- Same day cancellations will be charged 100% of the scheduled service(s).

- True emergencies are exempt.

*As a courtesy you will receive a confirmation text 48 hours before your appointment. **Please confirm or call immediately to reschedule. If your appointment is not confirmed we assume you are forfeiting this slot and you will be charged a cancellation fee.**

2. **Lateness policy-** If you are running late for your appointment, please call or text ahead to let us know. Should you arrive beyond 15 minutes after your scheduled time you may have to forfeit your appointment completely, in which case a cancellation fee will apply. Depending on the time left you may have the option to forfeit a shampoo and/or blowdry if this allows your service(s) to still be completed, however full price will still be due.

*If you cancel and reschedule your appointment(s) 3 times in a row without making it into the salon we regret to inform you that you will be prohibited from making future appointments. In this case you will be welcome to become a waitlist/cancellation client. Meaning you can give us your preferred days and times and we can let you know if an appointment has opened up in the time that you request. However we cannot guarantee an appointment will open up for you.

*As your stylist it is always our goal to make sure you love your hair and enjoy your experience. If you feel you need an adjustment after your appointment please let us know within 5 days of the scheduled service. *We do not offer refunds under any circumstance.*

*Color clients- If you choose to leave wet for any reason please understand that we cannot guarantee your color and you forfeit any complimentary adjustments if needed.

Payment is due in full at the end of every service.

By signing below I acknowledge that I understand and agree to these terms and conditions.

Printed name _____

Signature _____ Date _____