

RJ's Color Studio Salon Policies

At RJ's Color Studio, my goal is to provide every guest with a high-quality, professional experience while maintaining fairness, respect, and clear communication. Please review the following salon policies before booking. By scheduling an appointment, you agree to these terms.

Deposit Policy

All appointments require a **20% non-refundable deposit** at the time of booking in order to secure the scheduled service. This applies to **all bookings**, including online bookings and pre-booked appointments made at the time of service.

Due to the high frequency of no-shows and last-minute cancellations, deposits are necessary to protect the time and income of this small business. **Appointments will not be considered confirmed until the required deposit has been received.** The deposit will be applied toward the total cost of the service provided.

Cancellation Policy

I kindly ask for **at least 24 hours' notice** if you need to cancel or reschedule your appointment.

- Cancellations made less than 24 hours in advance will **result in a 20% charge of the scheduled service.**
- **No-shows will be charged 50% of the scheduled service** amount and may be required to prepay for future appointments.

Late Policy

If you are **more than 20 minutes late**, your appointment may need to be rescheduled and will be considered a late cancellation. Please arrive on time to ensure we can complete your service properly.

Repeat Rescheduling Policy

Clients who reschedule **more than twice consecutively** will be required to pay a **non-refundable deposit** toward their next service or may lose future booking privileges.

Adjustment Policy

Your satisfaction is important to me!

- If it's determined that an adjustment is needed due to a **stylist error**, the service will be corrected **at no additional cost** within **3 days** of your original appointment.
- If the desired change is due to a **client's decision or misunderstanding**, the service will be treated as a **new appointment** and charged accordingly.

No Refund Policy

RJ's Color Studio does not offer refunds on any services or products. All services are performed with professionalism and integrity, and adjustments will be made when appropriate according to the policy above.

Extension Policies

All **extension services require full payment at the time of your appointment.**

During your in-person consultation or service, you will be required to sign a **form acknowledging all extension policies**, including maintenance, care, and removal expectations. Extensions must be properly cared for at home to ensure longevity and maintain the health of your natural hair. Neglect, improper care, or failure to follow instructions may result in additional charges for maintenance or repair.

Photo Policy

By receiving a service at RJ's Color Studio, you consent to photos or videos being taken of your hair for marketing and social media purposes. These may be used on social media, the salon website, or other promotional materials. (If you prefer not to be photographed, please let me know before your service begins.)

Service Refusal Policy

RJ's Color Studio reserves the right to refuse any service for reasons including, but not limited to: unsafe hair condition, inappropriate behavior, or repeated last-minute cancellations. This ensures a safe and professional environment for all guests.

Chemical Service Policy

Color results vary based on your hair's history and condition. While I strive for the best results, **I cannot guarantee specific outcomes** if your hair has prior color, box dye, or damage. The health of your hair will always come first — and I will be fully honest about what's realistic for your goals.

Inappropriate Behavior Policy

Any form of disrespect, harassment, or inappropriate conduct toward the stylist or other guests will result in immediate termination of the appointment and permanent refusal of future services.

Payment at Time of Service

Full payment for all services is **due at the time the service is rendered.**

If a client anticipates difficulty providing payment, they must notify the business **prior to the scheduled appointment.** Reasonable accommodations may be considered at the discretion

of the business when advance notice is given.

Failure to provide payment at the time of service, or appearing for an appointment without sufficient funds while still expecting services to be performed, will be considered **nonpayment for services rendered**. The business reserves the right to pursue recovery of unpaid balances through **legal means, including small claims court**, if necessary.

These policies are not meant to be restrictive but are essential for maintaining fairness, professionalism, and respect for both my clients and my time. As a small business, I reserve the right to enforce, update, or adjust these policies as needed to protect my schedule, ensure high-quality service, and continue providing the best experience possible for every guest at RJ's Color Studio.