

# Pangaea Salon

## Cancellation and Redo Policy

### **Cancellation Policy**

Your appointments are very important to the Pangaea team members, it is reserved especially for you, we understand that sometimes schedules adjustments are necessary; therefore, we respectfully request at least 24 hours' notice for cancellations.

**STRICT AND ENFORCED 24 HOUR CANCELLATION POLICY!**

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services. Our appointments are confirmed 48 hours in advance because we know how easy it is to forget an appointment you booked months ago. Since the services are reserved for you personally, a Cancellation fee will apply.

- Less than 24-hour notice will result in a charge equal to 25% of the reserved service amount.
- "NO SHOWS" will be charged 50% of the reserved service amount.
- Appointments made within the 24-hour period and need to cancel, the client then must cancel within 4 hours of appointment time or will result in a charge equal to 50% of the reserved service amount.
- Any multiple services or combos must be held with a credit card. Multiple services or combos not cancelled 24 hours in advance will be charged 50% of the reserved service amount.

The cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our Pangaea Salon team members scheduled filled, thus better serving everyone. Pangaea Salon policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele.

### **Refund/Redo Policy**

#### **Services:**

We take great pride in, stand by, and guarantee our work at Pangaea Salon. However, if you are unsatisfied YOU MUST CONTACT THE SALON WITHIN 5 DAYS TO EXPRESS YOUR DISSATISFACTION. We would like you to consult and communicate with your service provider to come up with a solution. Our Pangaea management team is also happy to help provide other alternatives. The client MUST return to the salon for the work/results to be evaluated and inspected to determine if the dissatisfaction is warranted. If a client is unwilling to return to Pangaea Salon for review/evaluation, then the complaint is considered meritless and nothing else will be done. Pangaea Salon reserves the right to enlist the services of employees other than the initial service provider to fix, correct, and otherwise work with the client to achieve a satisfactory service resolution. CLIENTS WILL BE CHARGED FOR ALL PRODUCTS USED DURING THE REDO OF THE SERVICE, however they will not be charged for the time spent to correct the service. Redo services must be scheduled and performed within 15 days of first service. If after communication, evaluation, and redo of a service the client is still dissatisfied with the results then the Pangaea Salon management team will review the service to determine the amount that should be refunded to the client. This may or may not include product charges, service fees, and gratuity.

#### **Products:**

Products can make or break a hair style and we know how important it is to take home a product that you love. At Pangaea Salon we want to make sure you are 100% satisfied with your products. If you are not in love, then please bring them back in. Products that are "gently used" may be exchanged for a product of equal or lesser value provided the product is returned within 15 days. Management will appropriately evaluate and make the final decision on any products returned where there is a discrepancy on how much was used. If there is not a product available for exchange, then the Pangaea Salon Management team may decide to refund the product charge.

**Thank you for viewing and supporting our policies criteria and salon.**