

HARLOWGOLD.

SALON + SPA

Cancellation and Refund Policy

We hope you understand that both your time and our time is very important. When an appointment is missed or canceled with short notice, we miss out on accommodating someone else and inconvenience others. We will require a credit card number from you to reserve any appointment in accordance with our cancellation policy. If you don't carry a credit/debit card, a 50% cash deposit will be required to reserve any appointment.

Appointments at **Harlow Gold Salon and Spa** are exclusively reserved for YOU. We respect your time and are as efficient as possible. Due to limited availability, at most times we will enforce our cancellation policy to ensure your time and our time is mutually respected for other guests, our team members and the business.

We will require 24 hours' notice of cancellation OR rescheduling to avoid being charged 50% of your service for your appointment.

No-shows and appointments canceled OR rescheduled within 24 hours of your exclusively reserved slot lasting over hours are charged 100% of service.

If you are running late and we can no longer perform your service, you will be charged the full amount.

If you have a coupon, gift certificate, credit, discount, or pre-purchased appointment that is part of a package, it will be voided, no longer valid and/or redeemed.

The employees delight themselves on providing you with exceptional service and excellent customer care.

We do not issue refunds on Salon services. However, should you have any questions or concerns about the service you have received in the salon, please notify the salon within two days of your service. If you are not satisfied with the work performed, we require that you return to the salon so that your hair can be visually inspected. At that time, we will make every effort to make any adjustments to your satisfaction by rescheduling you. Adjustments are made available to you at no cost only within the 7 days of the initial service.

Thank you for your understanding and cooperation in adhering to these policies. Harlow Gold Salon and Spa believes in supporting and protecting our stylist's valuable time as well as our valued client's time.