

NEW CLIENT WELCOME PACKET



STYLED X MELISSA

with MELISSA SOUZA

BEFORE YOUR APPOINTMENT

Welcome! We're so glad you're here.

Let's get a bit of business out of the way with some FAQ:

1. How to make an appointment

All salon appointments for NEW GUESTS must be requested: online via the website. If you're an existing guest, we can only reserve upcoming appointments for you when it is a pre-booking for your next appointment to avoid any deposits. If you're looking for concierge appointments, and need one prior to us reaching out within our 48 time frame from the time you request online, you may call/text 909.870.5520 to inquire about availability.

2. How to secure my reservation

Upon acceptance of your reservation request, we will send an appointment card via text in which you will be required to pay a non-refundable deposit {full payment if you're a concierge guest} within 48 hours of your confirmed request. When receiving your confirmed reservation, you'll also be required to accept our 48 hour cancellation policy and liability waiver. Please be sure to accept the cancellation and waiver. Your non-refundable deposit may be transferred to a rescheduled appointment when cancelled within 48 hours for two reschedulings. If you have any questions about booking online, please text 909.870.5520 and give us up to 48 hours to respond so we may assist you.

Extensions Clients:

You'll be required to complete an application form and we'll then begin with a 30 minute consultation. This step can not be skipped and you can not schedule your hair application appointment without having had a consultation. During this time, we'll discuss your hair needs, goals, and budget and a deposit for your appointment will be secured. We'll then book your application appointment together {depending on my books, as soon as 1 week, but possibly 4-5 depending on the capacity of my current schedule}. Please complete the form attachment found in the appointment link texted to your provided number prior to your consultation.

BEFORE YOUR APPOINTMENT

Color Clients:

While I don't require a consultation and include 20 minutes at the beginning of appointments for that purpose, you can book a color consultation if you're unsure or just need some answers about your hair. On some rare occasions if you book a color appointment but I am unable to color for hair health reasons you will only be billed for consultation and we'll formulate a plan to achieve goal hair that meets hair health requirements. If you're in need of a color correction {this applies when you have one or more of the following: box color, transitioning from dark to light or light to dark, removing color, removing dark bands of color, or solid blondes with more than 4 inches of regrowth or Creative color = 'rainbow hair,' 'unicorn hair,' vivids} I highly recommend a consultation.

All Clients should please come in with clean, DRY hair. Hair should be washed 24-48 hours prior to any appointments. Dry hair allows for the best results to be attained.

WHAT YOU NEED TO KNOW

Services are roughly 1.5-3.5 hours. Speciality color service fees + packages as noted allow for most color/lighteners needed, bond builders, blowout and my signature styling. If additional color/lightener is needed, fees will be applied.

After an appointment is scheduled, you'll receive a virtual appointment card via text. Please click the link provided and be sure to complete the appointment booking by: 1) selecting the form button near the bottom of the appointment page and confirming your acceptance of the liability waiver and salon policies, and 2) select the confirm button to finalize your booked appointment.

If, after your booking has been accepted and confirmed, you need to reschedule, you may do so within 48 hours and your deposit will be transferred to your re-booking. Should you choose to cancel completely, your nonrefundable deposit is forfeited. If you are late to your appointment, we try to allow a 10-15 minute grace period and make every reasonable attempt to provide some part of your appointment depending on the type of appointment and time constraints. If there is not enough time to provide any portion of your service, you forfeit your deposit and will be charged the balance of your appointment. After a 'no show,' we provide 1 opportunity to rebook and pay the full cost of your appointment upfront. We understand things happen, but as a small business we must maintain a strict schedule for the financial stability of our business. Again, we appreciate your business and kindly remind you to be sure to confirm your appointment and complete the liability waiver and review policies via the appointment card texted to you.

WHAT YOU NEED TO KNOW

I am so excited to see you and help you achieve the hair of your dreams!

Please note salon hours are as follows:

T/Th 10am-7pm

W 10am-5pm

*I offer concierge appointments for non-regular hours/days. If you'd like to request a concierge appointment, you can do that online as well and expect us to reach out within 48 hours. If your needs for concierge are sooner, you can call/text 909.870.5520 to inquire about scheduling.

SALON POLICIES

CANCELLATIONS / NO SHOWS

Styled x Melissa enforces a cancellation policy on services and reserves the right to charge a cancellation fee for any no-shows and late cancellations/reschedules. Note that you will be considered a no-show if you are late for your scheduled appointment, and the business is unable to accommodate that appointment. Also, please note that if you are late, every attempt to provide some part of your appointment will be made depending on the type of appointment and time constraints. If there is not enough time to provide any portions of your service, a no-show fee will be applied.

Illness: If you are feeling unwell, we kindly request that you reschedule your appointment for another time. Please do not come to the studio if you are symptomatic. Your health and the health of our team and other clients is of utmost importance. If you are unable to attend your appointment due to illness and you provide less than 48 hours' notice, you will only be assessed the initial nonrefundable deposit fee and it is non-transferable to any future appointments..

By completing your credit card info, you agree to cancellation terms: 48 hours prior to your appointment time is required for cancellation notice at no charge and your deposit will be forwarded to your future rescheduled appointment. Cancellations less than 48 hours prior to appointment time will forfeit the initial deposit without the option to transfer to any future appointment, and you may also be assessed ^{the} remainder of your appointment fee. No shows will be charged 100% of your appointment rate.

SALON POLICIES

REFUNDS

I do not give refunds under any circumstance. I offer a 7 day grace period from your original appointment if you are unhappy with your service. If you contact me within the 7 day period, I will accommodate you to ensure that you are happy with your service.

If at any time I feel like there are unrealistic expectations or I feel that we are not a good fit, I have the right to refuse service to anyone.

ARE YOU READY?

By booking an appointment below, you are agreeing to the cancellation policy as stated in this welcome packet. The card is needed to uphold the cancellation policy. If you do not follow the cancellation policy, your card on file will be charged. If you wish to pay with a different card at your appointment date, that is completely fine. I have a card reader than can accept all card payments.



If everything sounds good to you and you are ready to book your hair appointment, click [here](#) for my booking site.