

# Nova Salon and Spa Policies

## **Right to Refuse Service**

Our salon staff has the right to refuse service to anyone behaving improperly, intoxicated or if their state of health may influence the effects of the service.

## **Child Safety Policy**

Children are only permitted in the Salon or Spa when having a service. No children under 12 may accompany you to your appointment. We ask our guests to please understand that this is for the safety of your children in our Professional Environment, as well as to ensure our other guests are having a relaxing experience at Nova Salon and Spa.

We are concerned you and your children's safety we strictly prohibit unsupervised children in our salon. In Emergency situations please provide proper supervision for them in the form of an adult caretaker.

## **Late Arrivals**

If you arrive 15 min. late for your appointment, clients will be imposed with a \$15.00 late fee and clients arriving 30 min. late will forfeit the original appointment and be rescheduled. This is to respect the time of both our clients and our staff. We ask you to arrive on time for your appointment, so our staff does not have to rush on you in order to finish before the next client. Please refer to our "No Show" policy.

## **Late Cancellations**

We understand that things happen, if you need to cancel your appointment, we simply ask that you notify us of any cancellation or rescheduling at least 24 hrs. prior to appointment. If the booking was made on the same day, we ask for a 3-hr. notice prior to appointment time. Cancellations that break these rules can cause a 25% fee added to your next appointment.

## **No Shows**

Incase of missing your appointment you will be imposed a 50% fee of missed service which will be added to your next appointment, Moreover, booking your next appointment will require paying a non-refundable deposit worth 25% of the service you want to book for. Two or more missed appointments will cancel you from any further appointments at Nova Salon and Spa.

## **Service Guarantee**

Your Satisfaction is our highest priority. If you are not happy with your service, please let us know within 24 hours after your service has been performed. Everyone at Nova Salon and Spa is an Independent Contractor, and we are committed to making any corrections needed, but we do not offer refunds once a service has been performed.