

Client Satisfaction

We guarantee our services and products; therefore, if for any reason you are not satisfied, please notify management within 14 days of the original appointment, and we will ensure your satisfaction. Products may be returned or exchanged if sold damaged or if you experience an allergic reaction. Monetary refunds will not be made for services rendered; however, we will happily make adjustments to the original service upon approval of your stylist. Requests for service adjustments must be made within 14 days of the original appointment. Most corrective color processes require multiple visits; for this reason, color adjustments do not apply to corrective color appointments. Model services are not eligible for service adjustments. If you have questions or concerns about a service you are getting or have received, please do not hesitate to reach out to us by phone, email, or text here.

Cancellations

We require a 50% deposit at the time of booking for specialty services such as straightening treatments, bridal, and extensions. We understand that cancellations can be necessary. However, our cancellation policy requires at least 24 hours' notice for all services. If a cancellation is made less than the required notice period before your appointment, or in the case of a no-show, your deposit will be forfeited.

Rescheduling

To cancel or reschedule your appointment, the quickest way is by signing in to your account on our online booking portal or through the Hairsay mobile app. Otherwise, you may contact us by phone, email, or text. If you are no longer able to make your appointment, we ask that you give us as much notice as possible to ensure our ability to re-book your appointment slot.

Timeliness

Out of respect for all our clients, guests arriving more than 15 minutes late to their appointment we may need to alter the service based on the remaining time available. We will do our best to accommodate you and reschedule your service for another time that is convenient for you. If you are running just a few minutes behind, please give us a quick call to update us on your status. If you are running more than 15 minutes behind, please call us to reschedule your appointment.

Pricing

Prices vary by artist/location. We encourage you to discuss your desired look with your artist(s) for accurate pricing. All prices after consultations are final and do not include gratuity. Prices are subject to change without notice at the discretion of management. Contact our concierge for the most current pricing.

Payment Methods

A credit card is required to hold your appointment, and any cancellation fees will be charged to your card on file. All major credit cards are accepted along with cash. A 4% administrative fee is included in all invoices and service purchases. For those making non-card purchases, this fee will be discounted.

Gratuities

Gratuities are left to your discretion and cannot be added on credit cards. We encourage gratuities in cash or Venmo for artists and assistants.

Service Providers

We realize and welcome that you may wish to change to a different artist due to schedule changes, pricing, or to gain a new perspective. Our entire salon receives continuous training and education together as a team, and we believe in servicing our clients as a team. If for any reason you wish or need to see a different artist at Hairsay, we encourage you to do so and can help refer you to someone who fits your needs.

Clothing and Personal Items

We are not responsible for any lost, damaged, or soiled clothing or personal items during your visit. We encourage you to wear the robe that is provided to ensure your clothes stay clean and damage-free. Please let our staff members know if there are any concerns before a service is performed.

Purchases

All retail sales are final. Gift cards are not redeemable for cash and cannot be returned. Tickets to advanced education are non-refundable.

Gift Cards

To redeem a virtual gift card, please be sure to have the gift card ID number ready to show the front desk. The gift card number can be found in your gift card receipt email.

Virtual Consultations

If you booked a complimentary virtual consultation, our team will text and email you a virtual meeting link within 24 hours of your appointment time. If you do not receive a meeting link within 24 hours of your appointment, please contact us [here](#).

Health and Safety

We take daily measures to keep the salons sanitized and safe in all regards. Additionally, we've

implemented air fans to ensure clean air in our environment. The health and safety of our clients and team members is a top priority, and we look forward to giving you a luxury experience in a safe space.

Children

We love children of all ages. To ensure their safety and a relaxing experience for all our clients, we ask that your children visit us only when they have an appointment and are accompanied by an adult.

Pets

Only registered service animals are allowed into the salon during business hours.

Thank you for supporting us by respecting our policies.