



SALON POLICIES

By booking an appointment with Sweet Melanin Salon, you acknowledge and agree to the following terms and conditions.

Late Arrivals

Clients are granted a 15-minute grace period. Arrivals exceeding this time may result in cancellation or classification as a No-Show without refund.

No-Shows

Failure to arrive or communicate within the grace period constitutes a No-Show and will result in applicable fees.

Cancellations

Appointments must be cancelled or rescheduled no less than 48 hours prior to the scheduled time. Late cancellations incur a fee of 50% of total service(s) value. No-Shows incur a fee of 100% of total service(s) value. Fees must be paid prior to future bookings.

Rescheduling

One reschedule per appointment is permitted. Multiple rescheduling attempts may result in a 50% non-refundable fee and/or a three-month booking restriction.

Assisted Bookings

Appointments scheduled by salon staff must be confirmed via Fresha within 24 hours. Failure to confirm may result in cancellation without notice.

Client Preparation

Clients must arrive with hair washed and detangled within 48 hours, completely dry, and styled as normally worn. Failure to comply may result in additional charges or service refusal.

Waitlist

Waitlisted appointments are not guaranteed.

Bridal/ Event Styling Services

Signed agreement required. A 50% deposit and applicable travel fees are due within 72 hours following the trial appointment. Final pricing will be issued within 48 hours post-trial. Weddings/ events booked fewer than 60 days in advance are subject to a \$200 rush fee.

Model Services

Models must book through Fresha and adhere to retainer and payment terms.

Extension Services

Extension hair must be delivered at least one week prior to the appointment or a rebooking fee may apply.

Extra Time/ Extra Product

Additional fees may apply for services requiring extended time or excess product usage due to hair length, density, or condition. Fees are determined at the stylist's discretion.

Dissatisfaction & Revisions

Concerns must be reported within 48 hours of service completion. Adjustments are not guaranteed and may require additional fees.

Payment Policy

Declined payments prohibit future bookings. Outstanding balances may be subject to a repayment requirement of up to 150% of the original service cost. Balances must be cleared before rebooking. CASH FREE SALON, CARD ONLY PAYMENTS including tap to pay and self checkout via smart phone.

Style Disclaimer

Protective styles including braids, twists, and locs are not guaranteed for water activities. Improper care may result in frizz, mold, or hair damage.