

Cancellation, Reschedule, & No-show Policy

A valid credit card is required to be kept on file to reserve any appointment. We understand that circumstances may come up and we ask that if you need to cancel or reschedule your appointment, that you please contact the salon at least 24 hours prior to your scheduled appointment time. Any communications after that time frame will result in a charge to your card for the full amount of the service that was scheduled. Any No-Show appointments will also be charged the full amount of the scheduled service. An appointment is considered a no-show 15 minutes past the scheduled appointment time and will need to be rescheduled after the fee is settled.

If we are closed at the time of your call, you **MUST LEAVE A VOICEMAIL WITH FULL NAME, APPOINTMENT TIME, AND REASON FOR CALL**. We will reference the time of your voicemail regarding your cancellation, not the time we are able to get back to you. A call **WITHOUT** a voicemail will not count as contact for cancellation.

Confirmation messages are sent out, by an automated system, 72 hours prior to your appointment to allow time for communication of a needed change in schedule. Please reply to this text to confirm your appointment. This is otherwise a non-reply number. Please call the salon at 913-239-8080 or text our customer service line 913-735-3305 (this is a different line than the confirmation text line) for any other needs.

After 3 occurrences of a cancellation or reschedule after the 24-hour window, you will be required to place a deposit in the full amount of the scheduled service prior to booking. Access to online booking will also be closed at this point.

Please be mindful that stylists rely on appointments financially. When you are unable to keep your appointment, letting the salon know in advance gives them an opportunity to fill that opening in their schedule.

Retail Product Return Policy

We are happy to swap any unused and unopened retail products you purchased from our salon within 7 days of the original purchase for an alternative product. If the alternative product is of lesser value than the originally purchased product, we will refund the difference to the clients salon account. If the alternative product is of greater value than the originally purchased product, it will be the clients responsibility to pay for the cost difference.

Satisfaction Guarantee for Salon Services

Our stylists pride themselves on providing exceptional customer care and service. We make every attempt to ensure that you are satisfied with your experience at Arista Hair Co. In the event you are not completely satisfied, please let us know at the time of your service or within 24 hours of your service being performed. For extension services, please let us know within 7 days of your service being performed. We will invite you to return to the salon so that your hair can be visually inspected by your stylist. At that time, we will be happy to schedule a complimentary appointment with the stylist who performed your initial service. Corrective services must be completed within 5 business days of the initial service. Refunds and/or credits will not be issued on services.

Color Waiver

I release Arista Hair Co. and Stylist/Colorist from any responsibility and/or liability concerning the application, processing and/or consequences of the permanent chemical procedure of my hair. I consent to have the service booked or that may be added at time of service due to Stylist recommendation and understand it is a permanent chemical process, applied to MY Client hair, or signing on the behalf of Minor (Parent/Legal Guardian signature below).

I release and hold Arista Hair Co., its employees, and its agents harmless against any and all liability, damage, and/or expenses arising out of or in connection with actions, claims, and/or damages resulting in personal injuries and disabilities (physical and/or psychological) that I might incur as a result of the chemical alteration through permanent chemical processing of my hair. I understand that additional conditioning treatments may be recommended and/or necessary for my hair maintenance and that permanent damage to my hair is possible due to the chemical application.

Model & Media Release

This Model and Media Release ("Agreement") is entered into as of this date listed below, by and between Arista Hair Co., Client, each a "Party" and collectively the "Parties."

This Agreement governs the Client's publicity rights as it relates to the host use of photographic images, video, clips, and any other media gathered during any interaction with the host **UNLESS** specifically requested otherwise by the client prior to servicing.

Client authorizes the host, and/or any assignees and licensees, to use and to create images, and any reproduction of them in any form in any media whatsoever, for promotional materials, online marketing, portfolio, and other areas of marketability.

Client also consents to the use of the Client's own name or any fictitious name, which may be chosen in connection with the aforesaid photographs.

Client acknowledges that the Client will not be compensated, either now or at any time in the future, for any use of marketing and that the host of such photos exclusively owns all rights. Client acknowledges and agrees that the host may modify, change, or alter such images without restriction, unless outlined specifically in this Agreement.

Client acknowledges and agrees that the photographs created by the host will become and remain the exclusive property of the host, and that the Client retains no rights to said photographs unless specified particularly in this Release. Client waives all rights and claims and releases the host from any claim or cause of action, whether now known or unknown, relating to the sale, display, license, use, and exploitation of the photos.

Client gives permission for all images from the session to be used unlimited and with all rights reserved in the following ways:

- 1) Printed promotional materials
- 2) Printed portfolio samples
- 3) Online use (including but not limited to social media accounts, website and blog display)
- 4) Other areas of marketability by the host

Client acknowledges and affirms that no pre-existing agreements of any sort exist between themselves and any other entity which may prevent or restrict hosts from using their likeness in any manner.

If the Client does not agree to having any media materials covered in this release captured and/or published, Arista Hair Co. and all its affiliates will agree to respect the privacy of the client's decision and will not capture and/or publish any material of the Client.