

Zona Salons Policies & Procedures

Cancellation Policy

Zona Salons requires a minimum 24-hour notice if you need to cancel your scheduled appointment time. Clients who cancel with insufficient notice will be subject to a cancellation fee based on the price of the missed appointment and will be required to pay the fee before their next appointment is reserved. Clients with habitual cancellations with insufficient notice will be required to reserve their future appointment with a credit card. Please understand that the time allocated for an appointment with one of our stylists is reserved just for you. Without notice, we miss the opportunity to fill that appointment time with another guest.

Same Day Cancellations/No Show Policy

Clients who fail to show up for appointments or who cancel with less than 24-hour notice may be asked to pre-pay for future services. First time, no show clients will be asked to reserve their future appointment with a credit card and may be required to pay a deposit.

Clients who cancel with less than 24-hour notice or do not show up for a promotional and/or Groupon appointment will no longer have the promotional price honored on their next scheduled service(s). However, clients are welcome to schedule a new service appointment at our standard rates and may be required to reserve the future appointment with a credit card.

Please understand that the time allocated for an appointment with one of our stylists is reserved just for you. Without notice, we miss the opportunity to fill that appointment time with another guest.

Arrivals

In order to remain on schedule for all our clients, we ask that you please plan to arrive to your appointment 10 minutes prior to your reservation time to allow for check-in, using the restroom, consultation, etc.

If you are running late, we ask that you please contact the salon as soon as possible to allow our team of professionals to try to accommodate your appointment. Any client running more than 15 minutes late may need to be rescheduled if we are unable to manage accommodations. In order to accommodate late clients, Zona reserves the right to change your service provider(s). Regular service charges will apply for services received.

For Your Protection

Zona Salons' professionals follow proper procedures while performing services such as using neck towels and capes to prevent damage to clothing during a client's visit. We

ask that you use your discretion when selecting clothing, jewelry and accessories you will be wearing or bringing with you to your appointment as our salons use products and chemicals that could damage such items. We regret that we cannot be responsible for loss or damage to personal articles including clothing, footwear and/or accessories.

Consideration for Other Clients

Zona Salons prides itself on providing relaxing, comfortable and clean facilities for our clients. Please respect others during your appointment and keep cell phone conversations to a minimum, turn cell phones on silent or vibrate, use headphones to watch videos and/or listen to music, do not bring pets into the salons, be mindful of the food and/or drinks you bring with you and please remain conscientious of conversations had during your visit so not to possibly offend or upset others.

Children

Children under 18 years old are considered a minor. A parent or guardian must be present in the salon for the duration of the service(s) and may be required to sign a consent form for the minor receiving the service(s). Chemicals, sharp tools, hot tools and expensive equipment are used in nearly every client visit at Zona Salons. Therefore, it is a liability to have unattended children in the salons. Zona Salons is not responsible for a child's safety while they are within our facilities and cannot be held liable for the supervision of children in the salons nor potential injuries or damages. To ensure the safety and comfort of our employees and clients, we kindly ask that if a minor is not at the salon to receive services, that you please find alternative arrangements for them during your scheduled appointment time.

Food and Beverage

We are happy to provide complimentary coffee, tea and water. Tea and coffee beverages may be hot. Please use caution when consuming and/or handling these beverages. Food is not served in our salons; however, clients are allowed to bring light food with them to their appointment. If you have allergies, we cannot guarantee that our salons are free from allergens in foods brought by clients.

Client Information

It is important that client records are kept and updated with current and accurate information. Your information is used to communicate necessary information to you. We email or text receipts, appointment reminders, emergency situation, and occasional promotions. Please let your stylist know if you have any adverse reactions to chemicals, cosmetics &/or allergies, medical conditions, etc. we should be aware of. This information is vital to your safety in our salon.

All clients will be informed of the condition, quality, any disorders and/or damage found in their hair or scalp (if any), in addition to any hair care regimens the stylist recommends. Zona Salons as a whole or in part, will not be responsible or liable if you choose not to adhere to these recommendations or acknowledge the analysis and

condition of your hair and scalp. We will not be held responsible or liable when clients choose to use products or have hair services rendered outside of our salon. Zona Salons uses only the most professional products to promote healthy hair. In order for us to guarantee our work, we do not use or encourage clients to bring their own products for services, other than (prescription products). Any other products will only be used at the Management's discretion.

We understand that sometimes certain products do not agree with your skin type. All reactions must be reported within the first 72 hours of service. Zona Salons reserves the right to request a Doctor's letter and/or photo of the reaction in order to confirm that it was caused by one of our products. Please note that all instructions, ingredients have been provided by the manufacturers and/or distributors on the products used within our salons. If you have any concerns regarding the safety of certain ingredients, please contact your doctor or you can contact us for further information.

Consideration for Zona Professionals

Zona Salons is honored that you have given us the opportunity to provide you with the highest quality services. We pride ourselves in having a well-trained, professional staff to meet and exceed your expectations. It is our goal to provide our professionals with a safe, positive and enjoyable work environment. Therefore, if a service provider feels that a client is behaving inappropriately, they are authorized to stop services immediately and report the client's behavior to a member of our leadership team. If intervention occurs, the client may be asked to seek future services at an alternative salon.

Stylist Levels

Zona Salons offers a multi-level price structure. The progression of stylist levels is determined by the stylist's years of experience, advanced education and demand for service. The advanced levels represent the core talent of our salons. All stylists are licensed professionals and are proficient and accomplished in every aspect of hairdressing. New Talent stylists at Zona Salons are licensed stylists and have completed their foundation education requirements at Zona Salons. By providing a range of stylists, we offer a range of pricing and scheduling opportunities for our clients.

Our Guarantee

We proudly stand behind our work. If for any reason you are not satisfied with the services you received, please bring it to our attention within 7 days of your appointment and we will do our best to ensure your satisfaction. Please feel free to try another stylist or technician. We are happy to accommodate you.

Gratuities

None of our services have gratuities included. Gratuities are not mandatory but are greatly appreciated by our professionals. The industry standard for tipping is 15-20% of your total service fee. Zona Salons offers the ability to add a tip on to a credit card for our clients' convenience.

Feedback

We welcome constructive feedback to ensure our clients are receiving the highest level of service and professionalism during their appointments. You can email us at info@zonaprofessional.com or call our salons to request to speak with a manager. It is our goal to exceed your expectations.