

TRINITY SALON POLICIES

Masks

- Masks are required for staff and customers at all times in Trinity Salon.
- Due to COVID-19 we take sanitation very seriously and are constantly keeping up with CDC recommendations and policies to ensure that we keep our staff and clients healthy at all times.

Consultations

If you are a new salon guest seeking specialty color services like blonde work or balayage, please call the salon at 708-658-6353 so we may gather some information to book your color consultation. **All color consultations and color corrections must be done in person. Consultations are complimentary at this time. We ask that you please be considerate of our time when booking an appointment for consultations.**

Appointments

- In order to ensure that you obtain your desired appointments, we recommend scheduling your appointment as far in advance as possible.
- If for any reason you cannot come in on a day that salon is open and you are a client in good standing our stylist will always try to accommodate our clients schedule as much as possible.

Cancellation Policy

- We understand life happens. Out of respect to our stylists, If you need to cancel or reschedule, we ask for a 24-hour notice. We confirm **ALL** appointments by text or email. If for any reason a no show pattern develops with any client, we will require a \$50.00 deposit at the time of booking a new appointment. Deposit will be applied towards service at the end of your next appointment.

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Service Adjustment

If it is your first time to the salon for a cut or color, and you want a specific look, **please bring photos or pictures of what you want.** We appreciate that you may think this is insulting to us as stylists, but it is not in the least bit! In fact, it helps us determine if the color you want and if the color is good for your skin tone. We realize that sometimes things just don't turn out how you expect. If you want your cut shorter, more layered, more wispy, etc.. please call within 5 days to have it adjusted. We understand! If the initial stylist who did the service is unable to get you in, we will try our best to accommodate a scheduled time for you to come in. With color, please let us know as soon as possible. We always recommend waiting one week or two shampoos at home before calling us to tell us you want the color adjusted. If you feel as though you cannot wait that long, we will happily adjust the color one time at no charge. Beyond that, full color and service charges apply.

Service Refunds

We do not refund services. Rest assure our stylists are qualified before obtaining a stylist position and we provide all information about color process and costs here and prior to a new color service in the consultation. The service must be a mistake from the service provider... not something you might have changed your mind (after the service has been performed). We feel good communication is key so there are no surprises on cost or expectation. If for some reason you are unhappy, we want you to contact us immediately. We can address your concerns through a service adjustment within 5 days of service and we will always appreciate the opportunity to correct any issues to please you.

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Gift Certificate Policy

- Gift certificates are valid for up to one year from the date of purchase and must be presented at time of service.
- Copies of gift certificates are not acceptable.
- Please call Trinity Salon concerning lost gift certificates.
- All gift certificates are non-refundable.
- Gift certificates are not redeemable for cash.
- Gift certificates are valid only for all product/merchandise and salon services.

Product Return Policy

We stand behind our products. Sometimes product recommendations take some trial and error. You should know fairly soon whether a product is not for you. If you are unhappy with a hair care product, let us know. As long as the product is mostly unused, you may bring the remaining portion back within the 1st week of purchase with a receipt.

We will exchange or offer a salon product credit. ***We will not issue refunds on used products.***

Right to Refuse Service

Trinity Salon reserves the right to refuse service to anyone demonstrating inappropriate behavior or disrespect to any member of our staff.

Head Lice

It is against Salon Policy to perform services on clients with head lice. If a client has been diagnosed with head lice while receiving a service in the salon we would not be able to complete the service the same day. We would be able to complete the service once the head lice treatment has been completed and there is no longer any presence of head lice.

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Hair Extension Policies

We often have clients with hair extensions from other salons come to us for help. Our extension hourly rate starts at \$125 an hour. Trinity Salon will require a waiver to be signed for any extension service. If there are problems with the work done elsewhere, it is considered extension correction work. We will try to make the extensions you purchased elsewhere work for you. When you need to purchase new extensions, we require extension clientele to purchase from us. We know and trust our extension suppliers. We do not feel comfortable working hair brands we are unfamiliar with, especially lines that are not salon exclusive. We specialize in Tape-on extensions. It is the salons policy that we do not guarantee any extensions that are brought in by the client to install in hair. We only use extensions from the companies that are salon-certified with, and suppliers we have a long standing relationship with . A full set of extensions **start** at \$500. (Depending on desired length and thickness) Only certain stylists perform extension services. Quotes are not given over the phone by reception. A stylist may call you for more information prior to a consult. Hair extensions are an involved service. Good communication is necessary because sometimes there are details for ordering we may need to call you about because each extension order is customized for you. Sometimes our hair suppliers may not have certain colors in stock, and we order hair after the consultation. We may need to reach you to discuss any changes. Be prepared for some level of communication, sometimes there are circumstances beyond our control. Once we order hair extensions, we cannot return them. **If you choose to cancel an extension install after you have had a consultation and have paid a 50% deposit on the hair, please know that both the \$50 consultation fee and hair deposit are non-refundable.**

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HAIR EXTENSION WAIVER

I _____ (Client)

On (date) _____

Appointment time: _____

Waive any and all responsibility to Trinity Salon located at 10614 S. Ridgeland Ave. Chicago Ridge, IL 60415. On the installation and Quality of Tape-on hair extensions:

- Quality of hair (Real human hair, synthetic hair)
- Quality of tape and the amount of time the tape will secure each individual hair extension.
- The color of the extension (faded color)
- The shedding of each individual hair extension
- The length of each hair extension

The Extensions that were provided for installation for this appointment were brought in by the client named above. The Hair Extensions were purchased through a hair vendor that Trinity Salon has No account with and is not familiar with the quality of the extensions. **Trinity Salon only guarantees hair extensions that are purchased by our hair vendor that is a certified Salon vendor.**

I acknowledge that this service is final after application and any changes after application will be charged additionally by the stylist.

If I decide to remove the extensions an additional fee will be charged.

I understand the maintenance of the extensions and will follow the maintenance directions.

Stylist: _____

Date: _____