



## Client Service Agreement

Welcome to the **Sankofa Creations Spalon** family. We want to personally say thank you for trusting us with your natural hair care. We truly value you as a client and will always keep the health and integrity of your hair as our top priority. Please review and sign this "Client Agreement" as it lets us know you understand and accept our 4 core commitments. Professional services are provided with your cooperation and therefore this agreement was created to serve you better. We thank you for your continued patronage of our business.

### Core Commitment #1 - Scheduling

All appointments are scheduled with no scheduling fee. However, if your appointment is not cancelled within the 24-hour cancellation period online or by email, the following will apply: \$35.00 non-refundable fee will be collected in order to re book with us. The \$35.00 non-refundable fee can be used as a deposit and be deducted from the cost of your next service so you do not lose your money. If you do not show up for the appointment you rescheduled, you will be required to prepay for appointments in the future 100% or we may decide to not provide services. Remember, it is critical you do your best to keep your appointment time because this shows consideration for your stylist who could have given this time to another client.

### Core Commitment #2- Timeliness

We offer a 20 minute grace period for all appointments. Because we want to ensure every client is allotted ample time and attention, if you are ever running more than 20 minutes late for an appointment we will have to reschedule your appointment for a later date and time and a \$25 service charge will apply. It is at the stylist discretion to take your appointment or reschedule. The point is to communicate with us so we know how to respond. To re-schedule, utilize the online booking feature 24 hours a day.

### Core Commitment #3 -Privacy

We value your time as well as your privacy at Sankofa Creations Spalon. As a private client, we want to provide you with the best experience of relaxation and peace. We ask that you do not bring any children or extra guests to your appointment with you who are not receiving services. No exceptions. You may be asked to reschedule and the scheduling policy and fees will be applied.

### Core Commitment #4 - Satisfaction

At Sankofa Creations Spalon, we want you to love your hair. If there is a style that needs to be changed or fixed with your hair we will gladly fix it before you leave the salon. Please consult with stylists to ensure that we are on the same page regarding your needs. After leaving the salon, it is assumed that services were satisfactory.

Client Name \_\_\_\_\_ Date \_\_\_\_\_

You acknowledge and accept the terms of the Sankofa Creations Spalon Client Service Agreement.

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If Your Natural Hair Is Not Becoming To You, Then You Should Be Coming To Me!