



CRISTINAS SALON

the right hairstyle makes any woman unforgettable

Your appointments are very important to all members of our team at Cristina's. Time allocated for an appointment is reserved especially for you. We do understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least 24 hours notice for adjustments to your appointments and for cancellations. All our policies are designed to benefit our guests and provided in the best quality and tradition of excellent servicing for our established and future clientele.

CANCELLATION POLICY FOR OUR VALUED GUESTS

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services they need. We ask that all new and current guests supply a credit card to have on our files. All cards on file are added to the system via a secure electronic process that ensures the information is encrypted and remains secure. In the event that we do not receive the required notice for adjustments and cancellations the following fees will be applied to your card or alternatively billed out to you:

Notification given at least 24 hours prior to your appointment will receive no charges.

Notification given less than 24 hour prior to appointment time will result in a flat rate charge of \$25.

Failure to show up for your appointment will result in a 50% charge of the reserved service amount.



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CANCELLATION POLICY FOR OUR PREFERRED GUESTS

If you are a Preferred Guest of Cristina's and need to cancel within a 24 hour period, your cancellation fee may be waived at the discretion of your Service Provider.

CONFIRMATION EMAILS

As a courtesy, we will send out an email to confirm your service appointments two business day prior to your appointment date. We do understand how easy it may be to forget an appointment therefore all our appointments are confirmed 48 hours prior via email for your convenience. Please ensure that we have your current email address on file in order to be able to do so in a way that may be beneficial to you. It remains your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and help us service our guests better by providing enough notice to avoid the cancellation fees.

