



Our goal at One10 Beauty House is to provide our guests with the best experience possible. Our team is highly trained, passionate, and ready to serve your beauty needs. We invite you to review our policies and FAQs to allow us to service you better. If you have any questions regarding our policies please don't hesitate to reach out.

Warmest Regards,
One10 Team

GUEST POLICIES & FAQ

CHILDREN

While we adore children, we strive to create an environment that is safe and relaxing for all of our guests. We do not allow anyone under the age of 12 into the location for safety purposes and consideration of our guests. We do not service anyone under the age of 15. Our music is also un-edited and may not be appropriate for young children.

SCHEDULING

Our team is booked by appointment and works extremely hard to meet our guests needs. Late cancellations affect their revenue and therefore we ask that you are considerate of their time and cancel your appointment with 48 hours notice. After 48 hours you will be charged 50% of your appointment. Frequent cancellations may result in bookings on a walk-in basis only.

STANDARDS

Our company standards are the highest in town. If there is anything we can do to improve your experience, or if we did not meet your expectations please let us know immediately. We welcome all feedback. Email Jennifer@one10beauty.com for any and all feedback regarding your services.

LIABILITY

One10 Beauty is not liable for lost items or items left behind after a service. While we will do our best to accommodate lost goods, please make sure you bring all your belongings with you after your service.

BRIDAL SERVICES

All bridal services whether in Beauty House or On-location are contracted and must be booked according to our Bridal Policies. Please see our Bridal booking Guide for more information.

ON LOCATION SERVICES

We can provide on location services at no additional charge for a service minimum of \$450 within 30 miles of our location. Please email booking@one10beauty.com for information regarding on location services.

REFUNDS

If you are unhappy with your service for any reason we will gladly invite you to come in for another service or refund your service. Guest satisfaction is our number 1 priority. Please notify us within 24 hours of your service to take advantage of our refund policy.