



CREATIVE HAIR DESIGN
Salon & Spa

At ***Creative Hair Design Salon & Spa*** we understand that life happens and sometimes an appointment might be missed or must be cancelled. ***CHD is now adopting a NO-SHOW and LATE CANCELLATION policy.*** Our guidelines are created to deter the very few who frequently cancel or no-show their appointment ***without any*** notification and not for those experiencing an extreme circumstance or emergency. Our professionals are commission based and earn their compensation by providing services to our clients. These guidelines help honor their time and talents and support their livelihood.

“Same Day Cancellation” will constitute a service fee when an appointment is ***cancelled less than 2 salon/spa business days*** prior to the appointment date and time. When this occurs a 100% service price fee may apply.

“No-Show” will constitute a service fee when an appointment is missed ***without prior cancellation*** and a charge of 100% of the service price fee may apply.

Although we regularly send out email and text appointment reminders, our experience has been that the carriers sometimes delay their delivery for various reasons. Please remember to add your appointment to your personal calendar. We also provide an online booking system for our clients. If you are signed up, you can sign in at any time to see your future bookings. If you are not, please ask your service provider the next time you are in and we'll get you setup.

Cancellations must be made 2 salon/spa business days prior to the scheduled appointment. Cancellations by text, email or ANY social media will NOT be accepted.

<i>Salon/Spa Hours: Sunday and Monday</i>	<i>CLOSED</i>
<i>Tuesday thru Thursday</i>	<i>8:00am – 8:00pm</i>
<i>Friday and Saturday</i>	<i>8:00am – 5:00pm</i>

At ***Creative Hair Design Salon and Spa,*** our main objective is to provide our guests with the ultimate service in a relaxing atmosphere. We appreciate your patronage and look forward to serving you.

John Mangiameli, President

Revised 07/01/24 | 5:00pm

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