



innovations

Salon & Day Spa

Policies

- Non-Smoking Facility
- New Clients
 - **New clients must put down a non-refundable deposit** (amount determined by Innovations depending on services) **to schedule an appointment.** Deposit will be applied to services for date scheduled.
 - New clients must report to front desk upon arrival to fill out necessary paperwork.
- **ALL clients must arrive 5-10 minutes prior to appointment to keep the stylists on schedule. Please report to front desk upon arrival.**
- Cancellations
 - **We require a notice of at least one business day for all cancellations.**
 - Appointments cancelled less a business day before must pay 50% of total scheduled services.
 - Appointments cancelled less than two hours before must pay 100% of total scheduled services.
- Scheduling
 - Spa appointments (facials, massage, waxing, etc.) require a credit card on file to schedule.
 - Missed spa appointments (without notification) will be charged 100% of the total scheduled services to the credit card on file.
- Bridal parties and parties of three or more are required to pay a 50% non-refundable deposit. Deposit will be applied to services for date scheduled. For your convenience, 15% gratuity will be added to total services.
- Children
 - Children are welcome to receive services. Due to insurance purposes and safety concerns, children (12 and under) must be under parental supervision.
 - **Children are not allowed outside of the waiting area unless they are receiving a service.**
- We accept **Visa, MasterCard, Discover, American Express, cash and checks.** Clients paying with check may be asked to present an ID for license number and current address. Please make checks payable to Innovations. A \$35 service fee will be charged on all returned checks.

Innovations Salon and Day Spa reserves the right to refuse service to ANY person at ANY time for ANY reason (disorderly conduct, inappropriate language, etc.).

Gift Card Terms & Conditions

- Not activated until payment is received and processed.
- Holds no cash value.
- No expiration dates.
- Innovations Salon & Day Spa reserves the right to refuse service or gift cards to ANY person at ANY time for ANY reason (disorderly conduct, inappropriate language, etc.). In that event, gift cards will not be returned for a refund.