

We are constantly striving to be the best. We adore and respect our clients and in order to provide the best we have come up with some simple ground rules. Thank you in advance for reading these and we can't wait to see you at the salon!

Appointments/Cancellation Policy

What to expect when you book an appointment with Andrea's Salon. We are in the process of creating scheduling availability online, but for now you must call 321-638-8600 to book your appointment. When the services are identified time is scheduled and you will receive a confirmation text. **Should a cancellation or date change be necessary, we require a minimum of a 24-hour notice before your scheduled appointment time.** You can cancel/reschedule by calling 321-638-8600 or email Styleme@AndreasSalon.com. Appointments missed without the 24 hour notification will be billed a \$25 rescheduling fee. **REPEAT OFFENDERS: If you break the cancellation rules more than one time, we will require that you prepay for all future appointments.**

Phone Calls

We are a high volume salon and we do our very best to answer each phone call promptly. If we do not answer the phone, we are either on the other line or with another client. We ask that you leave a detailed message and we will get back to you within a 24 hour period. **Please take note that if you are calling for a stylist that is a booth renter, by law we are not allowed to take messages or book appointments for them. A booth renter is not an employee of the salon. Please obtain your booth renters contact information.**

Time

PLEASE DO YOUR BEST to arrive on time, and we will do our best to stay on schedule. We want to make sure that we have time to serve you well and want to protect you and the stylist's time. Limitations to your service or rescheduling your appointment may be at the discretion of your service provider.

Consultations

Free consultations are provided with any scheduled service. Unsure of what you want before an appointment? We can schedule a one on one chat. Our fee for this is \$20 and should you make an appointment, that \$20 will be deducted from the price of your next booked service.

Color Correction

If you need a color correction, please call us to schedule a consultation. As part of the consultation we can assess and make sure that we schedule the appropriate amount of time for this service. And you are completely aware of the process. We charge by the hour with this service. We do not offer refunds on color correction in one service. We do guarantee the end result.

Satisfaction Guarantee

We do not offer refunds on services, we do want to satisfy any client who is dissatisfied and offer a correction or edit at no charge. Just schedule the correction appointment WITHIN 10 DAYS of the original appointment.

Payment Methods

Andrea's Salon accepts Visa, MasterCard and Discover as well as cash, checks and debit cards.

Gift Certificates

Andrea's Salon Gift Certificate are available all year.

Gratuities

We leave this up to you, the client. For a quick reference we have added an opinion found on google: If **you** are getting **your** hair done for the first time by someone new, tipping 15% is absolutely ok. If **you've** developed a relationship with **your hairstylists**, we suggest **you tip** at least 20%, even 25%. The average **hairstylist** spends 1-2 hrs on **your** hair.

Hair Product Guarantee - 100%

If you are unsatisfied for any reason with a hair product you purchased at Andrea's Salon, we will happily exchange it or offer a store credit within 30 days of the purchase. Store credits are only applied to other hair products and not to salon services.

WiFi

Need to work while you're getting your glam on? We provide WiFi at Andrea's.

Wedding Parties

We require a 50% non-refundable deposit at the time of booking with a credit card. Refer to your signed contract for cancellation fees. Please note tips are not included in Salon pricing.