

# MANUKA

## Refund and Cancellation Policy

### Refund Policy:

1. THE EMPLOYEES DELIGHT THEMSELVES ON PROVIDING YOU WITH EXCEPTIONAL SERVICE AND EXCELLENT CUSTOMER CARE.

We do not issue refunds on Salon services. However, should you have any questions or concerns about the service you have received in the salon, please notify the salon within two days of your service. If you are not satisfied with the work performed, we require that you return to the salon so that your hair can be visually inspected. At that time, we will make every effort to make any adjustments to your satisfaction by rescheduling you with the stylist who performed the initial service (or the stylist of your choosing), adjustments are made available to you at no cost.

### Cancellation Policy:

1. 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. Our appointments are confirmed 48 hours in

advance because we know how easy it is to forget an appointment you booked months ago.

- Less than 24 hour notice will result in a charge of \$150 that will need to be paid before an appointment can be rescheduled
- “NO SHOWS” will be charged 100% of the service total
- Any multiple services, combos or last minute bookings must be held with a credit card. A credit card “HOLD” transaction made be made on your card to reserve the appointment time

The cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our Manuka Salon team members' schedule filled, thus better serving everyone. Manuka Salon policies are presented and provided in the best quality and tradition of excellent service for our established and future clientele. Thank you for viewing and supporting our policies criteria.