Salon MJM Cancellation and No Show Policy

Please consider the policies listed below before scheduling and visiting Salon MJM. We want to ensure a great experience for every guest and stylist. Thank you for your understanding!

- ❖ *In the event that you are unable to keep your appointment, please call as soon as possible. Do not respond to reminder texts, they are automated and we do not receive the message. Please understand there will be a cancellation fee of 50% of the service fee charged if the appointment is canceled within 24 hours of your scheduled appointment.*
- ❖ *A "no show" fee, of 50% of the service that was scheduled, will be charged if you do not arrive or forget your appointment. These fees are simply a way to make sure our stylists are being compensated fairly for their time.*
- ❖ *Please try to arrive on time or a few minutes early to your scheduled appointment. If you are running late, please call and let us know! Most times we cannot go over the amount of time scheduled without making the stylist late for their next client. For this reason, arriving late could result in loss of time from your appointment to ensure the appointment ends at its scheduled time. In return, we will do our best to be on time as well!*
- ❖ *Any new client looking to schedule any chemical services may be required to provide a valid credit card to be held on file. This card will be charged 50% of the scheduled service in the result of a "no call no show" or a cancellation with less than 24 hour notice.*
- ❖ *Please be mindful when bringing children to your appointments. While all of us LOVE children, it presents a safety risk, as we work with hot tools and chemicals. So that all guests can enjoy a relaxing experience, we ask that all children be supervised while in the salon.*
- ❖ *We completely understand that emergencies do occur and illness can present at any time! Late cancellations or "no shows" due to emergencies, illness or inclement weather will typically not result in any charge, but will be determined on a case by case basis.*