



## **Member/Customer Policy**

### **I. Refund**

- a. We will gladly work with you to resolve any issues you may have with our service, or to complete the service within a week at no additional charge, if we are unable to finish it on the first visit.

### **II. Privacy**

- a. We use all customer and Member information in our files to improve your service and send important messages, including marketing communications. We never share this information with any third parties.

### **III. Refusal of Service**

- a. Morgan's Salon provides a safe, relaxed, and pressure-free environment for our customers and Members. We are sensitive to sensory needs and want to ensure that everyone feels comfortable during their salon experience. If a member/customer is not ready or comfortable during their service, we will happily reschedule. Morgan's Salon reserves the right to refuse service to anyone demonstrating inappropriate behavior to our stylists.

### **IV. Health and Safety**

- a. We prioritize the safety of our Stylist and Members/customers. If you are unwell, please reschedule your appointment. You may be asked to wear a mask.

### **V. Payment**

- a. Morgan's Salon accepts cash, checks, and all major credit cards, including Apple Pay, Google Pay, Samsung Pay, Mastercard, Visa, American Express, and Discover.

### **VI. Late to Appointment**

- a. We understand that things happen, but please be courteous to your stylist and call us if you are going to be more than 15 minutes late for your appointment. If you are more than 15 minutes late, we may need to reschedule to ensure that we can respect the appointments of our other customers and members.

### **VII. No show**

- a. Morgan's Salon is committed to providing our customers and Members with the best possible service. We understand that things happen, but no-shows can disrupt our schedule and prevent other members/customers from receiving their desired appointments. If you need to cancel your appointment, please do so at least 24 hours in advance. After three no-

shows, you will no longer be able to schedule appointments and will only be able to receive services on a walk-in basis.

**VIII. Infectious & Contagious Disease**

- a. Morgan's Salon does not perform services on Members/customers with contagious or infectious diseases. If a member/customer is discovered to have a contagious or infectious disease during their service, they will be asked to reschedule once the infection or disease has cleared.