



Member/Customer Policy

❖ Refunds and Service Completion

We want you to be satisfied with your experience at Morgan's Salon. If we are unable to complete your service during your initial visit, we are happy to work with you to resolve any concerns or complete the service within one week at no additional charge.

❖ Privacy

We use customer and Member information to enhance your experience and to share important updates, including service-related and marketing communications. Your information is never shared with third parties.

❖ Refusal of Service

Morgan's Salon is committed to providing a safe, relaxed, and pressure-free environment for all customers and Members. We are mindful of sensory needs and aim to ensure everyone feels comfortable during their salon experience. If a Member or customer is not ready or comfortable at the time of their appointment, we will gladly reschedule. Morgan's Salon reserves the right to refuse service to anyone exhibiting inappropriate or unsafe behavior toward our stylists.

❖ Health and Safety

The health and safety of our stylists, Members, and customers is a top priority. If you are feeling unwell, we ask that you please reschedule your appointment. You may be asked to wear a mask during your visit.

Morgan's Salon does not provide services for individuals with contagious or infectious conditions. If a contagious or infectious condition is identified during a service, the appointment will be paused and rescheduled once the condition has fully cleared.

❖ Payment

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

❖ Late Arrivals

We understand that unexpected delays happen. Please contact us if you anticipate being more than 15 minutes late for your appointment. Arrivals more than 15 minutes late may need to be rescheduled so we can respect the schedules of other customers and Members.

❖ No-Show and Late Cancellation Policy

Morgan's Salon is committed to providing the best possible service to our customers and Members. Missed appointments and late cancellations limit availability for others. If you need to cancel or reschedule, please do so at least 24 hours in advance.

If an appointment is not canceled with a minimum of 24 hours' notice, a \$10 fee will be charged for standard services. For color appointments, a \$30 fee will apply.