



Salon & Spa Policies

We strive to provide you with the very best in order to enhance your salon and spa experience. We have created certain policies to benefit our guests and to create a harmonious environment where we can focus on your needs. We are confident that you will have a pleasant experience here at M. Salon and Spa as we strive to surpass your expectations.

Appointments

- We gladly accept walk-ins, however recommend scheduling all appointments in advance.
- For your convenience, we suggest pre-booking your next appointment prior to leaving the salon.
- A credit card or gift certificate number may be required at the time of booking to secure certain appointments.
- We try our best to accommodate all our guests, please ask about being placed on our pending list if your desired appointment time is unavailable.
- Please arrive 15 minutes prior to your scheduled appointment to allow sufficient time for check-in and preparation for your services. Beginning your appointment on time allows you to receive the full benefits of your service.
- Complimentary consultations are available for any of our services.
- Appointment changes and/or cancellations must be made by telephone. A fee will be incurred for all appointments missed without minimum of 24 hour notice.
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During your Visit

- Robes are provided prior to color services, as the salon is not responsible for damage to clothing by coloring.
- Our professional staff will be happy to assist you in determining which treatments will best meet your needs.
- During spa services towels, robes, slippers and a shower are provided for your comfort.
- As a courtesy to our guests, we ask that cell phones be turned off to ensure a relaxing experience.
- Complimentary Wi-Fi is available for your convenience.

Pricing and Payments

- Our menu reflects base pricing that varies based on service provider, special effects, length of hair and additional services.
- Prices are subject to change without prior notice.
- Gratuity is not included in service prices. For your convenience, it may be added to all forms of tender.

- An 18% gratuity will be automatically added to all spa packages.
- We accept Cash, Visa, MasterCard, American Express, Discover and ATM/Debit Cards.
- Checks are only accepted with prior authorization from management. Returned checks will be subject to a \$25 service fee.
- No refunds will be given. Your satisfaction is our top priority, therefore if you are dissatisfied with a product or styling tool, please bring it in with your original receipt within 30 days. We will gladly give you a credit towards any other products.

Gift Cards

- Gift cards are available in any denomination and can be mailed anywhere within the United States.
- Gift cards can be purchased and emailed or printed instantly via our website. They are also available for purchase in salon and via telephone.
- Gift cards are not redeemable for cash and must be presented at checkout.
- We are not responsible for any gift cards that are lost or stolen.
- Promotions, donations and special offers are non-transferable and cannot be combined. They must be redeemed by the specified guest and before the expiration date.
- Promotion and donation gift cards can only be used for services.
- Specified gift certificates cannot be exchanged for other services, however guests may choose to upgrade services and pay the price difference.