

LADY A'S BRAIDS & WEAVES STUDIO, LLC

STUDIO POLICY

Our studio policies help us provide a professional, safe, comfortable, and timely experience for every client. Please review these guidelines before your appointment.

APPOINTMENTS, DEPOSITS & RESCHEDULING

Lady A's is appointment-based. Deposits are non-refundable. Regular clients who provide at least **72 hours' notice** may transfer the same deposit **one time** to an eligible rescheduled appointment. We prefer the new appointment to be scheduled within the same week when availability permits, or the immediately following week. If Lady A's cannot provide a reasonable opening within that period, the studio may extend the rescheduling timeframe. Requests made with less than 72 hours' notice forfeit the original deposit and a new reservation requires a new applicable deposit. VIP members receive the extended rescheduling privileges included with their active plan: Gold up to 3 weeks and Platinum up to 4 weeks.

ARRIVAL & LATENESS

Clients receive a **15-minute grace period**. Please contact the studio if you are running behind. Arrivals beyond the grace period may be subject to a late fee based on the circumstances and impact on the schedule. At approximately **30 minutes late or more**, the appointment may need to be adjusted, moved, rescheduled, or cancelled if there is no longer sufficient time to complete the service without affecting other clients.

CHILDREN'S SERVICES

Lady A's offers **select children's services**. Our youngest children's pricing bracket applies to ages **6-8**. Clients over age 8 are subject to regular service pricing. Children receiving services must be able to tolerate and cooperate with the scheduled service without a parent or guardian remaining beside the styling chair.

PARENTS, GUARDIANS & GUESTS

For safety, workflow, and a professional salon environment, **only the client receiving service may enter the stylist working areas**. Parents and guardians of children receiving services must remain in the designated waiting area rather than beside the chair or stylist station. We strongly recommend that additional guests and siblings not accompany the client unless necessary.

CHILD HAIR PREPARATION & SERVICE TOLERANCE

Children's hair should be properly detangled and prepared according to the requirements of the booked service. Excessive matting, severe tangling, distress, or inability to safely cooperate with the service may result in an additional fee, modification of the scheduled service, rescheduling, or cancellation at the stylist's discretion.

SERVICE CHANGES & ADDITIONAL TIME

Please book the service you intend to receive. Significant changes requested at the appointment may require additional time, an adjusted price, or a different appointment date. Services that require substantially more work than reasonably anticipated because of hair condition, detangling needs, added length, density, or another service-related factor may be subject to an appropriate additional charge when applicable.

SERVICE SATISFACTION & CONCERNS

We want clients to communicate concerns about their service as soon as possible so the studio has a reasonable opportunity to review and address the concern. Lady A's will evaluate service concerns individually and determine an appropriate resolution based on the circumstances.

REFUNDS & PAYMENT DISPUTES

Payments for completed salon services compensate the stylist for professional time, labor, and products used. Refund requests and service concerns are reviewed according to the circumstances and applicable studio policy. Clients are asked to contact Lady A's directly regarding a payment or service concern so the studio has an opportunity to address the matter before a payment dispute is initiated.

CLIENT CONDUCT & RIGHT TO REFUSE OR DISCONTINUE SERVICE

Lady A's is committed to maintaining a professional, respectful, and safe environment. Abusive, threatening, harassing, excessively disruptive, or unsafe conduct toward our team or other clients will not be tolerated. Lady A's reserves the right to refuse, stop, or discontinue a service when necessary to protect the safety, comfort, or professional operation of the studio.

POLICY ACKNOWLEDGMENT

By scheduling or receiving services at Lady A's Braids & Weaves Studio, LLC, clients acknowledge and agree to follow applicable studio policies. These Studio Policies work together with our posted Terms & Conditions and any applicable VIP Membership Terms.

**Thank you for helping us maintain the Lady A's experience.
At Lady A's, you and your hair are important to us!**