

LADY A'S BRAIDS & WEAVES STUDIO, LLC

TERMS & CONDITIONS

By scheduling an appointment with Lady A's Braids & Weaves Studio, LLC, you acknowledge and agree to the following terms and studio policies. These guidelines are designed to protect our clients' time, our stylists' schedules, and the quality of service we provide.

APPOINTMENTS & DEPOSITS

Lady A's is an appointment-based studio. Most appointments require an **\$85 advance deposit** to secure the reservation unless otherwise stated or covered by an eligible VIP membership benefit. Deposits are non-refundable and are applied according to studio policy.

72-HOUR CANCELLATION, RESCHEDULING & DEPOSIT POLICY

Clients must provide at least **72 hours' notice** to cancel or reschedule. With proper notice, the same deposit may be transferred **one time** to an eligible rescheduled appointment. If notice is provided less than 72 hours before the appointment, or the client is a no-show, the original deposit is forfeited and cannot be transferred. A replacement appointment is treated as a new reservation and follows the applicable deposit requirement. Late cancellations and no-shows are also subject to the applicable **30% cancellation/no-show fee**.

NEW APPOINTMENT AFTER A LATE CANCELLATION

Standard clients: A new applicable deposit is required to reserve the new appointment.

Gold VIP: The original reduced deposit is forfeited when proper notice is not provided. A new **\$50 Gold VIP deposit** is required to reserve the replacement appointment.

Platinum VIP: No new upfront deposit is required for the replacement appointment while the membership remains active and in good standing. However, the member remains financially responsible for the regular deposit amount that would have applied to the original late-cancelled or missed appointment.

ARRIVAL & LATE POLICY

Lady A's provides a **15-minute grace period**. If you are running behind, please contact the studio as soon as possible. Clients arriving more than 15 minutes late may be subject to a **\$25-\$50 late fee**, depending on the delay, circumstances, and impact on later appointments. Reasonable discretion will be used whenever possible. If there is not enough time to properly complete the service without significantly affecting another client, the service may be adjusted, moved to a later available time, or rescheduled.

COURTESY WORKS BOTH WAYS

If Lady A's is running more than 15 minutes behind, we will make every reasonable effort to contact you with an update so you can adjust your arrival when possible. When a significant studio delay affects your appointment, Lady A's may provide an appropriate **service discount or courtesy adjustment** based on the circumstances.

ILLNESS & WELLNESS POLICY

The health and comfort of our clients and team are important to us. If you are experiencing COVID-19, cold or flu symptoms, fever, persistent coughing, or symptoms of another potentially contagious illness, please contact Lady A's and reschedule rather than attending while ill.

If an unexpected illness requires cancellation or rescheduling **within the 72-hour notice period**, the appointment deposit remains non-refundable and is forfeited. The deposit cannot be transferred to the replacement appointment. As an illness-related courtesy, Lady A's may reduce the standard additional cancellation fee from **30% to 15%**, at the studio's discretion. This courtesy does not restore, refund, or transfer the forfeited deposit.

Gold VIP: Applicable deposit responsibility remains in effect, and a new \$50 Gold VIP deposit is required to reserve a replacement appointment.

Platinum VIP: The no-upfront-deposit benefit does not eliminate responsibility for the deposit amount that would have applied to the original appointment. A replacement appointment may still be reserved without a new upfront deposit while the membership remains active and in good standing.

Repeated last-minute illness cancellations may no longer qualify for the reduced-fee courtesy and may be handled under the standard cancellation policy. Lady A's also reserves the right to reschedule a service if a client arrives with symptoms of a potentially contagious illness.

HAIR LENGTH, CONDITION & SERVICE ELIGIBILITY

For many braiding and twist services, hair should generally be at least **4-5 inches in length throughout**. Clients with very short hair, thinning areas, significant breakage, hair loss, or questions about service eligibility should contact the studio or schedule a consultation before booking. Certain styles may not be recommended when we believe the service could compromise the health or integrity of the client's hair.

VIP MEMBERS & LATE ARRIVAL

VIP membership benefits do not override Lady A's cancellation, no-show, or arrival policies. Platinum members receiving the **No Late Fee** benefit are still expected to follow the 15-minute arrival policy. Waiving a late fee does not guarantee that a service can be performed when a late arrival would interfere with another scheduled client. The appointment may still need to be adjusted or rescheduled.

SERVICE EXPECTATIONS

Lady A's strives to provide professional service, healthy-hair care, and quality styling in a clean and welcoming environment. Please communicate questions or concerns regarding your service to your stylist or studio team so that we have an opportunity to assist you.

AGREEMENT

By booking an appointment with Lady A's Braids & Weaves Studio, LLC, you acknowledge that you have reviewed and agree to the applicable studio policies, including deposit, cancellation, rescheduling, illness, late-arrival, and no-show requirements.

Thank you for respecting our time, our team, and the clients scheduled after you.

At Lady A's, you and your hair are important to us!