



Salon Policies

Cancellations

We require 24-hour's notice for any cancellation. Please call the salon to cancel your appointment. Last-minute cancellations will be subject to a 50% charge of the service fee, unless you are unwell/sick or there is an emergency.

Cell phones

For the relaxation of our customers, we respectfully request that you refrain from using your cell phone unless it is an urgent matter. Please silence all phones during your visit.

Confirmations

Please make sure we have your current cell phone and email so you may receive text or email confirmations regarding your appointment, which you'll receive three (3) days prior.

Missed appointments

We certainly understand if an emergency arises, however if we do not receive a phone call and the appointment was ignored, there will be a service fee equal to 50% of the scheduled service. We appreciate your consideration in this matter. Our staff takes great pride to adequately provide enough valuable time for your service and we appreciate our time being respected by all clients.

Children (under 12)

We are unable to schedule children under 12 at this time for any service. Please do not bring children to your appointment. We thank you in advance for your understanding.

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Salon Policies (continued)

Service guarantee

The Ambiance Team takes great pride in the quality of our services. If for any reason you're unhappy, we want to be the first to know. Please call us within one (1) week. All guarantees are null and void if we have not had the opportunity to adjust any services within two (2) weeks that have. Not been brought to our immediate attention.

Appointments

Our appointments book up fast. To ensure our optimal scheduling, we highly encourage all clients to rebook for your next appointment before leaving the salon.

Late arrivals

If you are running late, please call us. Out of respect to our stylists and our other clients, if you arrive late for your appointment, your service(s) may be cut short or you may have to be rescheduled to a new date/time.

Payment

We accept cash, checks, and all major credit cards. We are happy to announce we may now accept tips on your credit card payments.

Thank you for your cooperation!