Haus of Halcyon Beauty Parlor

Booking & Appointment Policies

We understand that life happens and plans sometimes change! Our policies are designed to make booking simple and flexible while respecting the time reserved for each guest.

By scheduling an appointment, you acknowledge and agree to the following policies.

Booking & Deposits

Certain extended or specialty sessions may require a deposit at the time of booking. Any required deposit will be communicated in advance and applied toward your scheduled service total.

Deposits are non-refundable.

Cancellations & Rescheduling

We kindly request **24 hours' notice** when cancelling or rescheduling an appointment.

We understand that unexpected circumstances arise, and an occasional last-minute change will not automatically result in a fee.

However, guests who cancel or reschedule with less than 24 hours' notice on **two occasions** may be required to place a deposit to secure future appointments.

Missed Appointments (No-Shows)

An appointment is considered a no-show when a guest does not arrive and has not contacted the salon to cancel or reschedule.

Guests who miss an appointment without notice will be required to place a deposit equal to **50% of the scheduled service total** before booking another appointment.

This deposit will be applied toward the next scheduled service.

Changes to Scheduled Services

Please let us know as soon as possible if you'd like to make changes to your scheduled services.

Significant changes may require us to adjust your appointment time or reschedule certain services, depending on availability.

Late Arrivals

Guests arriving **15 minutes late or later** may be required to reschedule their appointment if the delay would interfere with their stylist's schedule or affect appointments booked afterward.

If the stylist's schedule allows, the appointment may proceed as planned. Rescheduling decisions will be made at the stylist's discretion based on the time available.

Consultations, Photos & Videos

Consultations may be documented with photos, videos, or notes for your guest record to help maintain consistency and track your hair goals.

Photos or videos used for social media, marketing, or advertising will be shared only with your permission.

Service Corrections & Adjustments

Your satisfaction matters to us! If you have any concerns about the service or results you received, we encourage you to contact us as soon as possible.

Guests have **up to 10 days following their appointment** to request a service correction or adjustment.

When contacting us, please include a description of your concern and clear photos of your hair. Your original consultation, inspiration photos, and agreed-upon services may also be reviewed.

Correction requests will be evaluated based on the original consultation, services performed, and results agreed upon. Adjustments needed to address an issue with the original service may be provided at no additional charge, following review.

Requests for additional services or results beyond what was originally discussed or included in your appointment may require an additional charge.

Requests submitted after the 10-day period may be subject to regular service pricing, including any additional services or treatments needed.

All completed service sales are final. Refunds are not available, and all service corrections or adjustments are subject to review and approval.

A Final Note

We appreciate your understanding and consideration when scheduling appointments. These guidelines help us provide the dedicated time and attention every guest deserves.

Thank you for choosing Haus of Halcyon Beauty Parlor!

© 2026 JillAnne & Company. All rights reserved.