

Empress Hair Braiding Salon

Client Agreement & Policy Acknowledgment

Thank you for choosing Empress Hair Braiding Salon. Please read the following carefully. By booking an appointment and checking the agreement box, you acknowledge that you have read, understood, and agreed to all salon policies.

Client Agreement

I acknowledge and agree that:

- I have read and understand all Empress Hair Braiding Salon Booking, Service, Scheduling, and Hair Care Policies.
- I understand that a **NON-REFUNDABLE \$25 retainer fee** is required to reserve my appointment and will be applied toward my remaining service balance.
- I understand that a **\$1.99 processing fee** is charged by the payment processor, is non-refundable, and does not apply toward my service balance.
- I agree to arrive on time for my appointment and understand that there is **no grace period** for late arrivals.
- I understand that cancellations or rescheduling requests must be made at least **24 hours** before my scheduled appointment.
- I understand that same-day and last-minute appointments require approval before booking.
- I understand that appointments booked without following salon policies may be canceled.
- I understand that Empress Hair Braiding Salon does **not** offer take-down, touch-up, or partial maintenance services.
- If booking Boho/Goddess Braids, I understand that **curly hair is not included** and that I am responsible for bringing my own curly hair.
- I confirm that I have disclosed any known scalp or hair conditions that may affect my service.
- I understand that Empress Hair Braiding Salon reserves the right to refuse or modify a service if my scalp or hair condition is not suitable for braiding or may affect the safety or quality of the service.
- I understand that I am responsible for properly caring for and maintaining my hair after my service and that Empress Hair Braiding Salon is not responsible for damage resulting from improper aftercare.
- I understand and agree to comply with all salon policies regarding guests, children, pets, smoking, and salon etiquette.

Client Acknowledgment

By checking the box below, I certify that I have read, understand, and agree to all Empress Hair Braiding Salon policies and consent to receive services under these terms.

☐ **I have read, understand, and agree to all Empress Hair Braiding Salon Booking, Service, Scheduling, Hair Care, and Salon Policies.**