



TaylerMadeHair

# Service Agreement & Consent Form

The Client is hiring the Business for the services described in this contract.

## Payment methods

Payment will be made to the Business via cash, check, an approved payment card, or by approved AfterPay. I understand and agree that should I choose to pay for services and/or products using the AfterPay method there will be a 6% convenience fee added to my service and/or product that covers the systems fees it charges to the business. I agree that I am responsible for paying this fee at the same transaction as the AfterPay payment and cannot be paid separate or at secondary transaction.

I also understand and agree that if I write a check for the services and/or products and the check "bounces", does not clear the bank, is fraudulent or becomes any other type of void of usage of payment, I will be charged an extra \$45 fee that must be paid via card on file or paid invoice within 24 hours of notice. I agree and authorize the business to charge my card on file for the services and/or fees plus the \$45 fee if the event of my check does not clear.

I understand and agree that in the event I completely do not pay for services and/or walk out of the business without paying for my services and/or retail items will result in calling the police/authorities for theft and charges can be filed against me.

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## No refunds on products

I understand and agree that once I purchase any products or retail items from TaylerMadeHair Salon all sales are final and I am not eligible for a refund or exchange of that or those items.

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## Photo and Video release

I understand that I may be photographed or videoed during my services/appointments by my stylist, business owner, or other member of the business for social media and/or marketing purposes. I understand that if I do not want to be photographed or videoed for any reason, I will tell my stylist and my privacy will be taken seriously. I agree that if I want full privacy at my appointment, I will communicate this with my stylist and all staff will be notified to not include you in any marketing, social media, or any photography/videoing of any kind. I release my stylist and any person at the business from any liability if I do not express my privacy wishes before I leave the building from my appointment.

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**Service re-do's, Service Communication, Liability**

I understand and agree that I and my stylist are required to have a thorough consultation at the beginning of EVERY appointment and that I and my stylist agree we will not proceed with the service unless both myself and my stylist are comfortable and agree to go forward with the service and terms discussed in the consultation. I understand and agree that cameras in the business are recording 24 hours a day with video and sound and can/will be viewed in the event there is any miscommunication between myself and my stylist. I understand and agree that the owner of the business has final say in any re-do/modification of any commissioned stylist in the business including the owner herself. I understand and agree that I will not be given any refunds of services or goods should I be unhappy with my service instead I am able to get a re-do, modification or "fix" of service. I understand and agree that the stylists in the business use their time and money for supply for the services performed for my appointment/service that is not possible to give back. I understand and agree to review the work done on myself in the scheduled service(s) before paying for service and before leaving building completely. If I have disagreements with service results or if I do not like the result regarding this appointment only, I must express my concerns and/or disagreements before paying and leaving the business to have any re-do, modifications, or "fixes" done free of charge the same day or at future date agreed to by myself and my stylist. I understand and agree that any re-do, modifications, or "fixes" of my service will have a separate charge at any future time if I do not bring the disagreement up to my stylist before I pay for my original service appointment. I understand and agree that any re-do, modifications, or "fixes" must be performed by the SAME ORIGINAL STYLIST OR THE OWNER and not eligible by another stylist in the business unless stated by the owner. I understand and agree that if at the re-do appointment I am still unhappy I will still not receive a refund. I understand and agree to disclose any medical or personal information that may be needed to be discussed for my services and I do not hold the business, owner, or stylist liable and accept all responsibility if there is a reaction due to medical or any other reasons that I did not disclose at the consultation or before service starts. I understand and accept all risks of hair services and I will hold my stylist and the business owner harmless from any liability that may result from my appointments. I understand my stylist will take every precaution to minimize or eliminate negative reactions as much as possible and agree that the stylist and owner have my best interest considered only.



**Reschedules or Lateness**

I understand and agree that rescheduling must be made more than 48 hours of service date/time with Tayler or 24 hours of service date/time with all other stylists in order to avoid cancel fees. I understand and agree to tap the reschedule link in my original booking email/text for the online system, reach out to the salon help line at 903-590-9581 via call or text, or contact my stylist when needing to reschedule. I understand that If I am on my first appointment as new client and have scheduled more than twice in a row without actually coming in for a service yet, all future services/appointments will require a non-refundable deposit of \$50 to secure an appointment. I understand that the business, owner, and stylist have a right to refuse any service to anyone for any reason. I understand and agree that if I am more than 15 minutes late to my appointment my stylist will try to opt for a modified version of service that was scheduled to try to fit the service into the now condensed spot but in the event that a modification or other service type isn't available to fit, I acknowledge that I will be marked a "no-show" and charged like a cancel to be able to schedule another future appointment.



**Children Policy**

I understand and agree that children under the age of 12 are not allowed in the salon during my appointment and I cannot bring anyone under the age of 12 to any scheduled appointments whether my own children and/or someone else's. I agree this is a safety measure and helpful to all the stylists In the business to stay on time for service as well as create a specific environment. I understand my child or any child under the age of 12 I have made a separate appointment for ARE allowed in the salon only during their own service with their stylist. I understand I can make haircut appointments back to back/in a row with myself or any other children under 12 but this does not apply to hair color appointments. I understand I cannot bring any child under the age of 12 to my scheduled appointment last minute and ask for the child to have an appointment during my scheduled appointment (example hair color "processing windows") without at least 48 hours notice/asking to my stylist. I understand that I am risking paying a cancel fee should my childcare fall through as I cannot bring the child to my appointment. I agree and acknowledge that in order to get a hair color or chemical service in this business, my child must be the age of 13 or over and have parental approval. I understand any child over the age of 12 are allowed in the waiting area of the salon during their parent's scheduled services.



**Credit Card on file for cancels/no-show policies**

I authorize this business to keep my credit card on file for any future transactions until I request a cancellation. I authorize and agree this business to charge my card on file for ANY CANCELLATIONS FOR ANY REASON AT ALL MADE LESS THAN 48 HOURS FROM MY APPOINTMENT TIME WITH TAYLER OR MADE LESS THAN 24 HOURS WITH TAYLER'S COMMISSION STYLISTS AND/OR IF I NO SHOW MY APPOINTMENT FOR SERVICES/APPOINTMENTS.

I authorize and agree this business will charge this card 50% of the service fee for cancellations made less than 48hours of scheduled appointment (with Tayler) or less than 24 hours of scheduled appointment (with Tayler's commission stylists) for any reason at all. No exceptions. I also authorize and agree this business will charge this card 100% of the services I have booked if I no-show the scheduled appointment with Tayler OR her commission stylists.

I also authorize and agree that in the event that this card on file should decline or not be active at time of cancellation transaction, I, the customer/client will be sent an invoice for the missed fee and required to pay that invoice within 24 hours of exact time of scheduled appointment. I understand and agree that failure to pay invoice in the 24 hour time will result in forfeiting future appointments at TaylerMadeHair Salon with ANY stylist in the building, including independent/ booth renting stylists.

I agree that in the event I am sick or have claimed sickness or illness of extension of myself (someone in household etc.) will require proof of doctor's note/notice or other professional/official proof in order to have this agreement of cancel fee's waived or reimbursed once proof is received.

I understand EXTREME EMERGENCIES will be possibly eligible for reimbursement of cancel fees. I understand and agree this is under discretion of the owner of TaylerMadeHair Salon.

I understand that the terms of this authorization will remain in effect until I request that they be terminated. I acknowledge that I am responsible for making this request in writing.

