



## Salon Policy

### GENERAL

- Salon Ostara stands for quality without harm. Powered by nature, cruelty free, vegan and eco-friendly.
- All our services are based on the amount of work/time needed, not on gender. We believe gender-based services are very old fashioned.
- We go by a zero tolerance for intolerance policy. This means that we treat each other with respect. Differences are what makes us beautiful. ♡
- Are you a student? Show your Dutch student card and get 10% off all cutting and styling services over €40!
- We work with a loyalty system. This means that for every service over €40 you get a point. After collecting 8 points you receive 10% off your cutting service.
- Because we want to give our clients our undivided attention, we will not be taking any phone calls during appointments. If you need to reach us please send an email or whatsapp and we do our best to get back to you within 48hrs during working hours.
- Don't feel like talking? Need to get some work done while you're in the chair? No problem! Just let us know that you prefer a silent appointment this time.
- Feeling sick? Covid? A cold? Please cancel your appointment and reschedule for another day. This is a close contact job, so most likely you will make us sick as well. This will result in lost income and we won't be able to take care of other amazing clients. Showing up sick to your appointment, means we will have to send you home and charge a cancellation fee.
- If you have or work with children, it's not uncommon for them to get lice. In this case: Cancel your appointment if you're in doubt if you have them as well. They will spread really fast in a salon environment and we will have to disinfect everything. If any are detected during the appointment we will have to stop the appointment immediately and you will be charged the full price for your appointment.
- We work by appointment only. You can book online, by email or whatsapp (not through social media).
- If for any reason you are not happy with the result please let us know straight away. Often an adjustment is easy to make on the day. In some cases we might have to reschedule due to time restrictions. If you let us know later than 48hrs after your appointment this will be charged as a separate service.

## CANCELLATION POLICY

- Need to reschedule? You can cancel your appointment up to 48hrs in advance free of charge via email or whatsapp (not through socials) Cancellations made after this time will result in a 50% fee of the service price. This also applies if you arrive sick.
- No show? You will be charged the full service price for the time lost.
- Late cancellations and no shows have a huge impact on our personal income.  
For example: One no show a day means we lose +/- €8.000-€10.000 on a yearly basis.  
Therefore we ask you to be considerate with the time you reserve. Cancelling in time will only take you a minute & will enable us to give this slot to someone else who might have been waiting for a while.
- Are you running late? Please reach out to us and let us know as soon as possible. If you are more than 10 minutes late, we might not be able to go ahead with the appointment. If this is the case, a cancellation fee of 50% of the service price is in place.
- If you have an outstanding cancellation fee, please make sure to pay within 5 days.

## DEPOSITES

- Are you a new colour client? A deposit is required for your first appointment. This to prevent unnecessary no shows. When the deposit is not paid within 24hrs, your appointment will be automatically cancelled.
- How high will my deposit be? €25 for every hour you reserve for your colour appointment.
- Need to reschedule? We will keep your deposit for your next appointment. If you cancel later than 48hrs before your appointment or no show, your deposit will be (partially) lost.

