
Toolbox
Studio
Policies

Thank you....

Thank you for your commitment to our studio, I value you and your time, and I appreciate your support of my small business. Our schedules can run our lives and sometimes prevent us from keeping appointments. My promise to you is that if I need to adjust your time, change an appointment or cancel for any reason that I will let you know as soon as I can. I will work my best to accommodate your schedule to get you back in and on track! The reason for cancelations will be for emergency or illness only, If I am sick, I will not be in as I don't want to get anyone else sick.

Illness...

I ask that if you are unwell that you reach out to me as soon as possible to alert me to the need for appointment adjustments. I will gladly work with your needs and do my best to get you back in.

Last minute cancelations will be reviewed on a case-by-case basis, consistent changes or no shows may be subject to cancellation fees or possible pre-payment for future appointments.

Keeping my day full is imperative to the success of my business, therefore cancelling last minute or no-show appointments will not be permitted.

Deposits...

Appointments over \$200 will be subject to a \$50 Deposit, this will be applied to your services, if you cancel within 24 hours your deposit will be refunded to your bank within 7 business days. Appointments cancelled or no show less than 24 hours or without reaching out directly to Heather Cooper will be considered nonrefundable.

Photos and Marketing...

Any photos taken will be property of the studio and used for promotional purposes. There will be no compensation or any photos or use of said photos. All Clients reserve the right to refuse the use of photos but must provide Heather Cooper at the time of service.

Parking...

Parking can be found in O'Bryonville at paid meters, 2 public lots and side streets.

There is no free parking at the O'Bryonville location so please arrive 10 minutes early to find accessible parking.

Payments and Gratuity...

All forms of payment are accepted, credit cards are subject to a service fee of 3.5% for standard charges. Anyone who chooses to use the Pay Later option will be subject to an additional 6% for convenience. Cash is always the preferred payment method.