

NO CALL/NO SHOW

If you do not contact us to cancel or reschedule and do not show up on the scheduled date/time of your appointment, you will be charged 100% (full amount) of the scheduled service price on the day of your appointment. We will contact you after 15 minutes of the start of the appointment time. If there is no response at this time it will be considered a no call/no show, therefore will be charged 100% of scheduled appointment.

CANCELLATION POLICY

to cancel or move an appointment, Belle Ame Salon requires a minimum of 48 hours notice from the time of your scheduled appointment or you will be charged 50% of your scheduled service price. ** This also includes coming in for your scheduled appointment, and choosing not to proceed with service(s) booked. Please understand that when you forget or cancel your appointment without giving enough notice, we have missed the opportunity to fill that appointment time. The card on file will be charged on the day of scheduled service. If no card is on file, you will be invoiced and cannot reschedule until it is paid.

TARDINESS

If you are running late for your appointment, please call ahead to let us know. If you arrive beyond 15 minutes late, you may have to forfeit your appointment completely and pay 50% of your scheduled service.

SERVICE REDO

If you are not satisfied with your hair or any other salon services you must reach out to us at 317-691-3883 within 48 hours and schedule another appointment within 2 weeks *(Even if we are closed - Leave us a message)* Your stylist can speak with you about what adjustments they may need to make to resolve the issue. They will assess your services and they will go over your initial consultation where expectations and hair goals were first discussed before your service. Then your stylist along with the consent of a manager will be able to make the decision on whether or not any adjustments are complimentary or if there is a fee.