

Cancellation Policy

We understand that unanticipated events happen occasionally in everyone's life. It is our desire to be effective and fair to all clients, the following policy will be honored.

Cancellations with less than 24-hour notice will be charged 100% of the reserved service amount. If you do not show up for your appointment, and did not cancel prior to, you will also be charged 100% of the reserved service amount.

For the above, you will be invoiced via email and this amount must be paid prior to your next scheduled appointment. Ideally, we know you will give us closer to 24-48 hours notice when possible. We trust your judgment and consideration.

Late Arrivals

All appointments are booked in a time-sensitive manner.

If you arrive late for your appointment, there is chance that your appointment time will be compromised, or you will have to reschedule. If the service cannot be performed due to your lateness, you will still be responsible for the full amount of the original scheduled appointment.

Color Clients

Upon leaving the salon after your appointment you are consenting that you are happy with your results. Any changes you may want after you have left will result in a new appointment at your own expense. Please notify your stylist before leaving if you feel your results were not what you were told to expect. We do not refund hair services due to product usage and work time.

Child Safety Policy

Children are only permitted in the salon when having a service. For safety reasons and insurance purposes, no child under the age of 12 may accompany you while you are having your own services. We love children, and hope you understand that we cannot assure their safety in this professional environment. We also do not want to compromise the relaxation of our guests.

Deposits

Glo Beauty Bar is a primarily "by appointment" business, therefore, last minute cancellations can have a great impact to our business and our stylist's schedules. Because of this, a deposit is required for all NEW clients for Balayage, Full Head Highlights and Color Correction services. Deposits MUST be paid at time of appointment – which can be cash, check or card if you are in the salon, or card if you booking over the phone, without the deposit the appointment cannot be paid. The charged deposit will be put towards your service appointment. This deposit is non-refundable.

Your understanding is greatly appreciated.

Thank you!