

SALON ETIQUETTE GUIDE

Bridget's Essence of Beauty

Mission Statement

Here at **Bridget's Essence of Beauty** our mission is to provide our clients with quality customer service, inform you with updated fashion and beauty trends while relaxing in a friendly and professional atmosphere. In order to deliver these principles to you, our staff is dedicated in their ongoing continuing educational courses. WE want you to remember the name **Bridget's Essence of Beauty**, a full service salon, for all your beauty needs.

Principles

There are three principles we work from to ensure our mission. They are:

1. **Customer Service.** Our goal is to not only meet, but exceed the customer's expectations.
2. **Quality.** To meet Bridget's Essence of Beauty standard of quality we send all of our stylist through a week of advance technical training. What we teach is an organized method of styling hair that allows us to guarantee the results. This method is used all the times.
3. **Friendly, Professional Atmosphere.** The employees of the salon are expected to keep a happy and clean environment. As customer we ask that you help us maintain that environment so everyone can enjoy their time in the salon.

Tour Philosophy

To protect the privacy of our guests while visiting the salon, we provide tours through our facility for guests only.

Appointments

A Receptionist will coordinate a spa experience specifically for your needs.

Customer Requests

You may request a specific gender or person while booking an appointment.

If you need an appointment outside of our normal business days and hours, be prepared to pay a small fee for this special convenience. Unless the salon needs to change the days & hours, due to holidays, etc.

Health Concerns and Comfort Level

Please notify the Receptionist before booking treatments if you are pregnant, have allergies, high blood pressure, any physical ailments, or disabilities. This will prepare our staff far in advance to provide the best possible Salon/Spa Treatment or Therapy for you. If there is anything you would like us to address, please inform the Receptionist.

What to Wear During a Treatment

Bridget's Essence of Beauty does not require any specific dress code, we will provide your salon/spa attire when you arrive. It is recommended during a Body Treatment or Massage that those treatments are enjoyed without clothing although undergarments may be worn if preferred. Professional draping is performed throughout the duration of the service for privacy. We request that all guests take a shower prior to arrival. We will provide robes and slippers for your convenience.

Salon Etiquette

We ask that you arrive 15 minutes before your appointment time, either to fill in your personal record card if you are a new client, or simply to relax prior to your treatment. If you are late for an appointment it may be necessary to reduce the time allocated to your treatment in order not to inconvenience other clients, however, the full treatment charge will be levied. If you are more than 30 minutes late for your appointment you may stay and be worked in with the client scheduled after you, or reschedule for another day, along with a **fee based on the scheduled service**.

We would like to think of Bridget's Essence of Beauty as your own private quiet zone where peacefulness, subtle music, and soft conversation reign. To ensure your relaxation, and that others are not disturbed, we request that your mobile phone is put on silent and that if you bring children, you insure that they are quiet and well behaved during your visit. ***Please remember no food in the lobby.*** Also, due to State Board Regulations, pets are not allowed in the Spa. For your protection, please leave all valuables at home. We regret that we cannot be responsible for any loss or damage to personal articles.

Color or Chemical Services

It is recommended that you do not wash your hair before any color or chemical service. This will help eliminate any scalp irritation.

Bridal Hair Services

It is recommended that you do not shampoo your hair when having an up-do. This will help your style last longer for your special occasion.

Spa and Salon Age Requirements

If you are under the age of 17, parental supervision is required when having any hair color or chemical service. Must be 18 years of age to use the Spa facilities.

Spa and Salon Payment

We accept all major credit cards, cash and gift certificates purchased through the salon.

We do not encourage post dated checks however, if it is absolutely necessary then there will be a **20% fee** attached to the amount of service and should be added with the check. The check may be dated 3 days (only from the date of your current appointment). Please give your operator the courtesy of informing them of this process in advance (before the appointment takes place) All NSF checks have a fee of **\$25**.

Gratuities are not included with any of our Spa and Salon treatments.

Affiliate Program

We do offer cash/commission reward towards your services as a thank you for your referrals to our salon. Commission is between 5-25% depending on the referral(s) scheduled services.

Deposit Policy for Weaves and Hairpieces

As of 1/1/12 any client wishing to have extensions or a custom hairpiece made must leave a deposit of at least 50% of services. This deposit will go towards the cost of the hair service. In the event that you **do not show up** for your appointment this deposit will be **forfeited**.

Your space **can not be confirmed** without the deposit!!!

You may leave the deposit over the phone with a credit card or bring it into the office by cash, check or credit card. Payment contracts are available for negotiation on non-surgical hair replacement units/services.

Consultations

The first 30 minutes of a consultation are free. After 30 minutes it's a \$25 fee which can be applied toward your services.

Cancellation Policy

Please give us at least one full working day's notice if you are unable to make your appointment and we will be happy to reschedule. If you simply do not want to show up to an appointment, our stylist and facility which have been made available for you, are unavailable for another client. In these circumstances, we reserve the right to charge the full amount of the treatment. ***The Balance must be paid on or before your next appointment.*** Unfortunately you will not have future services until balance is paid in full.

If you are on pre-paid contracts or are using a voucher, your treatment may be deducted or the voucher is invalid. Refunds will not be given on pre-paid contracts and gift vouchers. A credit card may be required to secure your booking.

There are no cash refunds for services and no refunds for hair products.

We apologize for any inconvenience this may pose for you. We value your business but in an effort to stop the no shows that we have to initiate this policy.

Thank you for your understanding.

HAIR SERVICES

Bridget's Essence of Beauty

Please go to our website to view the extended price list.

www.BEOB.info

Cutting Men & Women

Hair Color

Condition Treatments

Hair Replacement & Extensions

Waxing

Massage

Reflexology

Therapeutic Body Treatments

Skin Care

Make-Up Artistry

Airbrush Tanning

Eyelash Extensions

Wedding Packages

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