

CANCELLATION POLICY

Our goal is to provide quality services to all of our guests in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our service providers, but our other guests as well. We understand that things happen which may require schedule adjustments; therefore, we respectfully require at least 48 hours notice for any cancellations or changes to your reservation. Any cancellations including no call, no shows, tardiness or changes made less than 48 hours prior to the scheduled reservation time may result in a charge equal to 100% of the services scheduled. If this should happen more than once, Studio 7 the Salon will no longer allow future reservations to be scheduled. To cancel or reschedule, please call us at 410-528-7158.

CONFIRMATION POLICY

In order to schedule your reservation, Studio 7 will gather your contact information and a valid credit card number. Your appointment will be confirmed via email and/or text message 48 hours prior to your scheduled time. It may also be confirmed 24 hours in advance. If you need to cancel or make changes to your appointment, we ask that you provide notice within 48 hours. If such notice is not provided, the Cancellation Policy may apply.

SERVICE POLICY

All services are listed and/or quoted using starting prices and/or estimates which may increase based on hair length, texture, or additional services/products required. Please note that complex color services may require additional sessions to achieve your desired result. All pricing will be reviewed with you in depth at the time of your consultation or prior to the start of your services, in addition to any information regarding the need for multiple appointments to achieve your goal as results may vary. It is imperative for each guest to disclose their hair history. Any damage caused as a result of undivulged information is not the responsibility of our service providers. Consultations may be required for specific services.

TARDINESS

If you are running late, please call ahead to alert your service provider. If you arrive beyond 10 minutes late, you may be forced to forfeit your appointment completely and a cancellation fee may apply. Out of respect for all Studio 7 guests, guests arriving more than 10 minutes late may be honored at Studio 7's discretion. We reserve the right to cancel or modify your services as needed to keep our team on time for following reservations. Should this happen more than once, future appointments may be suspended.

*Please leave time for street parking.

REFUNDS

At Studio 7, our goal is to ensure our clients are completely satisfied with their services. If you are not satisfied, we ask that you contact Studio 7 within 3 days of your services so that our team may make complimentary adjustments to your service. After 3 days, we will review and consider adjustments on a case by case basis. We do not offer adjustments of any kind if you or some else attempts to remedy a previous service received at Studio 7. We do not offer refunds of any kind.

CHILDREN + ANIMALS

Children under the age of 18 and additional guests who are not receiving service are not permitted. In accordance with the Department of Health, animals (with the exception of trained guide dogs) are not permitted in the salon. We reserve the right to cancel or modify your services as needed.

GIFT CARDS

Once purchased, gift cards or electronic gift certificates are non-refundable. Gift cards and electronic gift certificates never expire and can be redeemed toward services and/or products at any time.

We reserve the right to refuse service to any person for any reason.