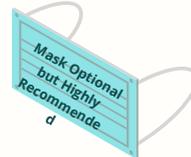




# POLICY

## FYI



### LOCATION:

Coiled Salon is located at 1305 Nott St, Schenectady, NY 12309. The closest major airport is Albany International (ALB), a short 15- 20 minute vehicle transport away from the salon. All car services are available. Overnight accommodations (Airbnb and major hotel brands are available. Please contact us at hello@lavidabarkley.com with questions.

**PARKING:** The salon is located next to Five Star Cleaners, at the corner of Nott St and Oneida St. Please note that Oneida is a one-way street. You must drive down Ulster St and take an immediate right at Cortlandt St, then a right on Oneida. Rear parking will be on your left. If the small rear lot is full you may park anywhere on the **surrounding streets**. DO NOT park in the Oneida Middle School lot, nor in side parking lot that designated for Five Star Cleaners, during the weekdays, but you may park there after 12pm on Saturdays. Do not drive down the side driveway near Union Pizza, nor park in their lot. You are at risk of being hit or towed.

### HOUR OF OPERATION:

Wed - Fri 10a - 6p

Sat 9a - 2p

\*Special accommodation can be made for those visiting, outside of normal operations. An additional fee will incur.

### RETAIL PURCHASES:

Anyone can visit our salon and retail shop during our operation hours. Retail can also be placed on our website for pick-up. Local delivery is available seasonally for an additional fee. Although we attempt to keep our inventory up-to-date, it can be slightly off. To check stock text us at (518-348-9792)

## PREPARING YOUR TEXTURED HAIR FOR YOUR VISIT

### Do you wear your hair in it's Natural Textured, loose state?

Arriving with your hair free - flowing (without hats, ponytails, headbands, braids, pull-backs, clips, hair ties, etc) in it's natural textured state, will make for a better outcome during your haircare experience.

Your hair will first be cut, in it's natural state, then treated and styled, with final finishing touches following your completed setting (drying) time.

**Tip:** 1-3 Day Hair old hair (dry) is recommended. Please arrive with dry hair.

### Is this your very first time wearing your hair in it's loose state?

At Coiled it is understood that this is can be an anxious experience for new guests. The approach that is taken is gentle yet fact-based, and your personal hair journey is taken into consideration when we work with you.

**Tip:** Come as you are, with an open mind, to start your haircare journey to healthy and hydrated hair.

### Tangles and Heavy Oil-Laden Products.

It is ok to arrive with your usual haircare products applied to your hair for styling. Here at Coiled Salon it is understood that you are here for guidance and education with your haircare practices. Another approach that we take is walking you through the process of understanding products. We want you to see the visual changes of what you're currently using versus what you should be using, customized to your hair characteristics. Oil, grease or heavy-oil laden product use will prevent hair from having optimal results. Adopting an initial haircare routine of cleansing, conditioning and styling in the weeks prior to arriving the salon, will set you up for a successful session.

### Fee:

Excessive tangles, knots, post-extension build-up and knotting will incur an additional detangling fee. (\$1/minute/ 15 minute charge.)

## WHO WE AREN'T AT CAPACITY TO SERVE

### Why we are limiting Transitioning services? What is transitioning?

Transitioning is the road to wearing your hair in it's natural state without the use of chemically treated or heat styled methods to alter your texture. Here at Coiled it is our goal to serve those who are committed to their personal haircare journey. In my experience, those that have consecutively worn their hair straight, in sewn-in installs and braided extensions for a number of years, aren't quite yet ready for the process and aren't ready to cut their hair. Damaged hair cannot be repaired. We need to both be partnered to the work of getting your hair to it's optimally healthy and hydrated state. *If you are not quite sure if you have heat, color, or mechanical damage, please e-mail photos of your hair in it's wet state, in a WELL LIT area, so we are able to see your textures. Washing 2-3 times will ensure that the state of your hair can be seen a little more closely.*

The only service that is currently offered for Transitioners (and those who would like to schedule) is **Underhaircare** and clip-in installation with our In-House **Runnin' 'Round Collection Clip-ins** and **Her Given Hair** purchased through our HGH Link. These services can be discussed during your initial Experience Appt.

### At what age do we accept clients? Is there discounted pricing?

We do not offer in-salon services for children under the age of 9. We have a few children that have been grandfathered in prior to this policy change. This is a lengthy appointment and it can be difficult for children to sit without distractions and snacks. I need full parental involvement with children under the age of 15/16. There aren't discounts for children to be serviced.

**Tip:** I recommend and ask that parents be fully present and involved in the education of their children's haircare. It's a lot of pressure and stress for children to have the added burden of caring for their hair alone. I find that many parents struggle with their own hair journey but have very high expectations for their children to learn quickly and do it on their own. A **Consultation with a Product Consultation add-on** option is available for scheduling. Child must attend the in-person consultation when scheduled. One consultation per person/child. Please contact [hello@lavidabarkley.com](mailto:hello@lavidabarkley.com) for additional scheduling for a multiple - person appt.

### Services that we DO NOT provide:

We do not offer, braiding, twisting, locing, weave and wig installations, silk-presses, roller, rod sets, nor braided extensions. These services are either very time consuming and/or don't contribute to the health of your hair, nor the premise of the philosophy of Coiled Salon. For clarity on services please email us at [hello@lavidabarkley.com](mailto:hello@lavidabarkley.com)

Are you unsure whether to proceed with a full session? Visit the [Booking Link](#) to schedule a Consultation with an optional Product consultation add-on.

## HOUSE RULES

### New/Returning Guests (after 10 - 12 mo):

You will be defaulted to a New guest and must schedule a New Guest Appointment. See Service Page for the scheduling options.

### Cancellation / Rescheduling:

We understand that situations, that are beyond our control, can occur at a moments notice. Beyond illness, we do ask that guests cancel or reschedule 24 hours before your scheduled appointment time. A **50% deposit** will be deducted from your card on file (that you agreed to, per policy), at the time that you booked. You may reschedule, at your leisure, by logging into your appointment confirmation. Multiple consecutive cancellations will not be allowed to re-book.

### Tardiness:

Traffic, accidents, stuck at the office, weather, children and family...life, it happens. An allotment of 15 minutes will be given for arrival to your scheduled appointment. After 15 minutes, it is our assumption that the guest is unable to commit to the appointment. If you are running extremely late, and we are able to service you, a wait may be required. If we need to reschedule your appointment, the cancellation policy applies.

**No Show:**

**ALL** bookings receive an appointment confirmation and multiple automatic appointment reminders. If you need to cancel or reschedule in an emergency, within reason, outside of the 24 hour allotment, please send us an email to inform us. "No-Shows" appointments will NOT be permitted to rebook. You will be charged **100%** of your scheduled appointment fee, as agreed to upon booking.

**Additional Accompanying Guests:**

The Philosophy of Coiled is not only to offer a space of education and guidance on your journey to healthy and hydrated hair, but it is also a place of relaxation. Each guest is scheduled for the "one-on-one" experience and it can become VERY distracting and time-consuming when family, friends and children are with you. Children, unfortunately, are not permitted to prevent free-roaming throughout salon, disturbing parent during appointment and unsafe equipment and salon liability. We understand there will be times when bringing your child is unavoidable, especially when your other child is scheduled as the guest. If your partner is accompanying you with a small child please make arrangements to have them plan to be with child at another location. **Prior approval** for **ONE** guest to accompany you is REQUIRED. They must be seated in the waiting area. This does not apply to parents assisting their pre-teen/teens during their session. Concurrent scheduling is available for tandem-booking for multiple family-members (above the age of 9). If policy is unable to be met, rescheduling is recommended. **POLICY IS ENFORCED (8/05/19)!** Please note that 24 hour Cancellation policy applies.

**Gratuity:**

There is a bit of confusion on tipping. Industry standard has a gratuity of 15% - 20% for service providers across the board. Your service rate is solely funneled into sustainability and as a reinvestment back into our businesses.

**Product Purchase Estimate:**

To navigate your haircare journey with ease, during your appt you are walked through each product, tool, and accessory customized for hair characteristics, current condition and lifestyle. It is recommended to purchase in-salon, to maintain the success of your experience, upon checking out. Your initial investment will start at \$75+ and these products will typically last for an entire season (6-12 weeks). Coiled Salon products are comparable to large chain stores. Taking photos of customized retail will not be permitted due to branded services and IP (Intellectual Property). Your customized product cocktail can be found on the emailed PDF, which is an add-on to your service.

**Authorization of Image & Likeness:**

The road to the customer's journey entails word-of-mouth, and images posted on our website, social media platforms, and by printed materials. Unless noted otherwise, your image, will be among the beautiful women and men, with transformative outcomes, upon completion of their services. You will be verbally asked if your photo can be taken. Most photos are those of hair, but it is a beautifully added bonus for your lovely smiles to be on display for the world to see as well.

*Lavida*

*Texpert Expert + Curl Coach*

For questions about our policy, please email us at:  
[hello@lavidabarkley.com](mailto:hello@lavidabarkley.com)