

# Policies and Procedures

## Welcome to Muse Salon and Spa

Your complete satisfaction is our goal. The following are helpful suggestions to ensure that you enjoy your visit.

## Changing Your Stylists

Please feel free to change stylists within the salon at your convenience. This provides you with a variety of talent and some flexibility in booking an appointment. We suggest that you use at least two or three stylists regularly so that you are always assured of knowledgeable, personalized service regardless of emergencies, vacations, illnesses or unexpected travel plans.

## Gratuities

The following are a few suggestions for tipping your stylists and is absolutely up to your personal discretion. Please know that the same fine services are available to you with or without gratuities:

*If more than one person has attended to you, do not feel obligated to take care of all persons individually.*

*If you have allowed a set amount for gratuity, divide it between those who have worked on you, not to exceed the original amount.*

*Unfortunately, we cannot accept tips on credit card transactions. We can, however, change a bill or accept a check made payable to the service provider.*

## Concerns

If for any reason you are not completely satisfied with the services you received, please contact the Salon Director immediately so that we can rectify the situation. Again, your satisfaction is your priority.

## Additional Notes

Muse Salon and Spa requests that you remove your top garment before receiving your service. Muse Salon and Spa IS NOT RESPONSIBLE for any damage to your clothing caused by services done. This also allows access to the neck and shoulders for an accurate haircut.