



At Fresh Hair Studio & Spa, we strive to create a relaxing, uplifting environment for every guest. To help us provide the best possible experience, we kindly ask you to review our guest guidelines:

Appointments

We encourage you to arrive 10 minutes early to settle in and enjoy the start of your experience.

If you arrive late, we will do our best to accommodate you, though services may need to be adjusted to respect the next guest's time.

Cancellations & No-Shows

Life happens — we simply ask for 24 hours' notice if you need to cancel or reschedule.

Appointments canceled with less than 24 hours' notice, or missed entirely, may be subject to a 50% service charge.

Children & Family

We love welcoming families into our salon. For safety, children must remain supervised at all times, as professional tools and chemicals are always in use.

Service Satisfaction

Your happiness is our priority. If for any reason you're not fully satisfied, please contact us within 7 days so we can make it right.

Product purchases may be exchanged within 14 days if unopened or defective.

Food & Beverages

Guests are welcome to enjoy refreshments during their visit.

Payments & Gratuities

We accept cash, debit, Visa, Mastercard, Interac E-transfer and gift cards.

Gratuities are never expected, always appreciated, and may be added to your payment or given directly to your service provider.

Wellness & Comfort

Please share any allergies, sensitivities, or health concerns with your stylist or therapist before your service so we can tailor your experience to you.