



Salon Etiquette

KIDS POLICY

Love the little ones, but no tagalongs, unless they have an appointment, please. Let's keep the salon a relaxing and a safe retreat for all.

LATE ARRIVALS

Running behind? If you're 15+ minutes late, we may skip the blow dry or have to reschedule to keep things moving smoothly for all guests.

REFUNDS

We DO NOT offer refunds of any kind. Not loving your look? Let us know within 72 hours, and we'll do an adjustment-because you're happiness is our priority.

RESCHEDULE/CANCELLED/MISSED APPOINTMENTS

Your appointments are very important to our Revive Artists. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least 48 hours notice of cancellations. If you exceed 2 times of cancelling or rescheduling your appointment, you will have to leave a 50% deposit for the future appointment booked. If this is a recurring issue that you miss appointments or reschedule, your artist may refuse to provide you with future services.

NO CALL/NO SHOW

Missed appointments with out notice, leave us with empty chairs and artists ready to work their magic. We may refuse to book another service for you.

CONFIRMATION CALLS

We like to keep things smooth and on-point at REVIVE Hair Lounge, so 72 hours before your appointment, we will send a friendly text, All you need to do is reply "C" to confirm. If you do not, and we can't get in touch with you, we'll have to cancel your appointment. We get it, life happens! But just remember, it is your responsibility to keep track of your appointment. Lets avoid any last minute chaos and keep the vibe flowing!

TIMING YOUR APPOINTMENTS

We want you to have a truly relaxing and luxurious experience, so please allow ample time for your appointment. For services like color refreshes, highlights, glosses, and blowouts, you can expect to spend 2-3+ hours in salon. Our artists take their time to ensure you leave with the best results, so we ask that you consider the duration of

your appointment without rushing the process to fit a tight schedule. If you have concerns about timing, feel free to reach out or chat with your artist beforehand, and we'll ensure your visit is smooth and enjoyable.

PRICING STRUCTURE

We understand budgets matter, and we're here to keep things clear and flexible. Service prices are tailored to your unique hair needs-- factors like length, thickness, products use, and time required all play a part of our four-tiered pricing structure and also reflects the demand and expertise of each artist. Not sure where your service will fall? Book a consultation or chat with your artist so we can craft the perfect plan to meet your hair goals and your budget.

EXTENSIONS

We're here to help live your hair dreams! At REVIVE, we offer premium extensions that deliver the ultimate in volume, length or vibrant color refreshes. From our hand-tied wefts to tape ins, every option is carefully selected to keep you looking flawless for weeks (maintenance every 6-8 weeks). Thinking about making the leap; Let's chat during a complimentary one-on-one consultation to bring your ultimate vision to life!

WI-FI AVAILABLE

Yes, we offer complimentary WiFi! Feel free to bring along your device, tablet or laptop to your appointment. **We just ask that all devices remain on "silent" or are used with headphones--**because relaxation is a vibe we love to share with everyone in the lounge. Stay connected, but keep it classy.

GIFT CERTIFICATE

We love being apart of the thoughtful gesture you give to someone special! When you purchase a gift certificate from REVIVE, you're giving more than just a service- you're getting an unforgettable experience. It's our promise to pamper, uplift, and deliver the ultimate REVIVE treatment to your loved one, colleague, or friend. Because every gift should feel this good!

CONSULTATIONS & COLOR CORRECTION

A Consultation is required for a color correction appointment. The following information is important to know if you are a guest receiving a color/chemical service. For Color Corrections we require a 50% non-refundable deposit for the booked service as this can be an all day process.

Color history and use of medications must be divulged when consulting with your artist. If you are currently under the care of an M.D, it is your responsibility to research if color services are compatible with any prescription medication or cancer treatment which you are being treated with, or have used prior to your color appointment. Your artist is not a trained medical physician.

A color correction contract **MUST BE SIGNED** before your color correction appointment begins. You can choose to print and sign at home to bring with you on the day of your appointment or you can sign here at the salon before your appointment begins. If you do not sign, the services will not be performed by the artist and your appointment will be considered a less than 48 hour cancellation.

Below is a list of items to address with your artist before your appointment-- as these items may cause negative chemical reactions to the hair when mixed with salon chemical services.

- **Previously over-processed hair-** by repeatedly layering dyes over porous pre-lightened hair
- **Taking prescription medication-** that inadvertently alters the bonds of hair (methotrexate, sulfa-based medications)
- **Thermal damage-** by over use of hot-tools
- **Use of metallic dyes, salts, or minerals-** (box color) or use of “over mineralized well-water” chemicals may cause negative reaction to enlightenment services
- **Use of henna or vegetable dyes-** Chemicals may cause negative reactions to enlightenment services
- **Permed or relaxed hair-** chemicals may cause negative reactions to enlightenment services

****IT IS OUR PRIORITY TO CONDUCT THOROUGH CONSULTATIONS FOR ALL SERVICES PROVIDED THROUGH THE SALON, HOWEVER, IT IS EACH GUESTS PERSONAL RESPONSIBILITY TO BE UPFRONT AND HONEST ABOUT THEIR HAIR HISTORY AND TO RESEARCH THE ITEMS LISTED ABOVE. ANY DAMAGE CAUSED TO THE HAIR AS A RESULT OF UNDIVLUGED INFORMATION DURING THE CONSULTATION IS NOT THE RESPONSIBILITY OF THE ARTIST OR SALON****