

Heaven on Earth **Customer Care Guide**

Hours of Operation

Tuesday - Friday.....10:00 a.m.—7:00 p.m.
Saturday.....8:00 a.m.—3:00p.m.

Gift Certificates

Gift certificates can be purchased in any denomination and can be used for any Heaven on Earth service and/or retail items. Gift certificates cannot be redeemed for cash or credit. Heaven on Earth is not responsible for lost or stolen certificates and they cannot be replaced. Refunds are not available,

Cancellation

24 hour notice of cancellation is required. Failing to do so, results in a \$10 fee. Fee must be paid in cash in full before any future services.

Late Show/No-Show Policy

If you show up late to your appointment we will provide your service in the time remaining and you will be charged the full service fee. Clients incur a \$25 fee for missing a scheduled appointment, if they do not call Heaven on Earth to cancel or reschedule, prior to their appointed time. Fee must be paid in cash in full before further services can be rendered.

Payment

Heaven on Earth gift certificates, personal checks, Visa, MasterCard, Discover, most debit and atm cards, and cash are graciously accepted. All returned checks incur a \$30.00 service return check fee. Service fee and the amount of the check are due prior to any further service. After that, a personal check will not be accepted from that client.

Gratuities

Gratuity is not automatically added to your services. If you wish to leave a gratuity, most guests leave an additional 15% to 20%. Our service staff truly appreciates you thanking them in this way. For the convenience of our guests, gratuities can be added to your overall bill and placed on a check or credit/debit card. Gratuities cannot be added to gift certificates.

Children

They are more than welcome to participate in receiving hair services. However, when not being serviced they must remain out of the salon area due to insurance purposes.