



*overhaul*  
S A L O N  
welcome packet

# WELCOME TO OVERHAUL SALON

*dedicated to you*

*Hey there,*

I am so excited to welcome you to our beautiful salon. Inside this packet you will find everything you need to know about your upcoming salon visit, and hopefully answer any questions you have.

Please read through this packet and...

*get ready to feel  
Beautiful*







## WHAT TO EXPECT

### GETTING TO THE SALON

Overhaul Salon is located at 1341 South 20th Street Suite #10, just west of Walmart South. There are parking spots right in front of the building, you may also park on the street. Suite #10 is located on the 2nd floor. Just follow the signs and you will find us!

### CONSULTATION

When you first walk in to our salon, you will be greeted like family. Who ever your appointment is with, well, they are amazing and talented. They will walk through every aspect of your appointment, whether it is a Balayage appointment, or a Custom Facial. We will talk about all of your beauty goals, your expectations, and give you our professional opinion on what would best get you those results. We will talk product and answer any questions you may have.

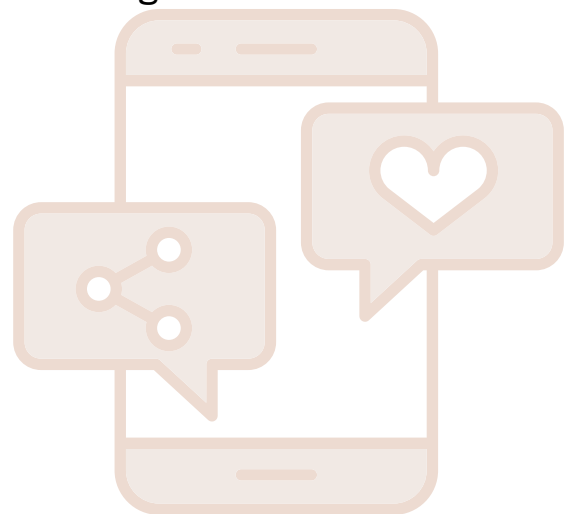


## Social Media

After we have finished with your services, if you are comfortable, we would love to have a short photoshoot for our social media platform. This is where we post our work for others to see. Don't worry about the photos, we will position you for the best possible photo. We will also tag you if you would like. Feel free to take selfies during your appointment and tag us as well!

Don't forget to follow us

**CLICK**  
*here*







## *Suggested Maintenance*

Sometimes its hard to guess when you should reschedule to keep your look fresh, here are a few recommendations

Haircuts	3 - 12 weeks
Lived in color	12 - 16 weeks
Root touch up	4 - 6 weeks
Gloss/tone	4 - 6 weeks
Dermaplane	3 - 9 weeks
Eyelash fill	2 - 4 weeks



# SALON POLICIES

## Cancellations

Your appointments are extremely important to us. We understand your time is valuable. So is ours.

Therefore, we respectfully request at least a 24 hours notice for cancellations.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services.

As a courtesy to our guests, we confirm all appointments via text message 72 hours and 24 hours prior to the appointment. It is your responsibility to remember your appointment dates and times.

-Less than 24 hours notice will result in a \$25 cancellation fee,  
due before a new appointment is scheduled

- 1st "No Show" We all forget sometimes. Just pay the \$25 fee before your next appointment!
- 2nd "No Show" We are sorry you missed this appointment (50% of reserved service amount)
- 3rd "No Show" We miss you, but we have been waiting. (100% of reserved service amount)

## Our Service Guarantee

We make every attempt to ensure that you are satisfied with your experience. In the event that you are not completely satisfied, please let us know at the time of your service or within 48 hours after your service has been performed.

## Refunds

All services are non refundable but we will be more than happy to schedule a corrective service free of charge.

- The service must be a mistake from the service provider... not something you might have changed your mind (after the service has been performed). In case of a disagreement, a redo must be validated by management.

You have 48 hours to contact us to receive a complimentary service to adjust any dissatisfaction.

It is important you contact the Salon immediately if you are unhappy so we can schedule you As Soon As Possible for a corrective service.