

Honey & MANE

Oh hello, Gorgeous!



GUEST MANUAL

I understand investing in your hair and trusting a new hairstylist can be intimidating, so I appreciate you considering me to take care of you. I recognize it for the privilege it is!

In this packet, you'll learn a little bit about the experience you can expect to have, and how to manage and maximize your results so everyday can be a good hair day!

Honey & MANE

Contact Me



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Come Prepared

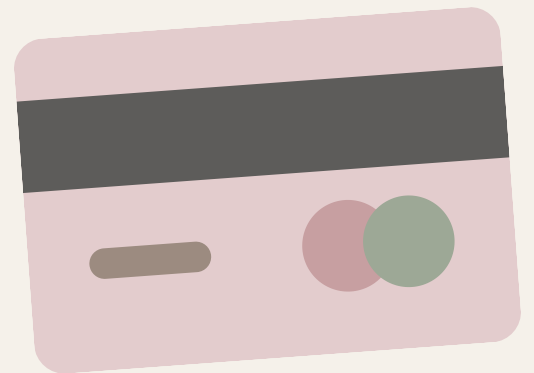
DRY, CLEAN HAIR

Please come to your appointment with clean, dry hair - for curly hair, please no buns or ponytails. If you really want to ensure optimal results, you can style your hair as you would on a wash day.

PAYMENT METHODS

I accept all methods of payment
EXCEPT Venmo and Paypal

Debit/Credit Card is preferred.



INSPIRATION PICTURES

Come prepared with pictures of haircuts & colors that you **LOVE** and even ones that you **DON'T**.

Don't second guess yourself here. This allows me to get a really good idea of your likes and dislikes!

The Salon Policies

Cancellation Policy:

I understand any appointment with Valerie Mendez that is not canceled within 24 hours of the scheduled date and time, will prompt the implementation of Valerie's cancellation policy protocol. There will be a fee charged to your credit card on file of 25% of what the scheduled services were valued at.

Saved Payment Method:

I understand and agree to my payment methods being safely and securely stored on file using Valerie Mendez's POS system. Valerie's POS system uses Square, the world's leading secure and PCI-compliant payment processor.

Redo Policy:

I understand if I would like something tweaked regarding my recent service(s) and that was discussed in the consultation after leaving my scheduled appointment, Valerie will be pleased to accommodate you free of charge in **most** circumstances.

For said complimentary service to be done, this request must be made within 7 days of your initial appointment.

I understand no refunds are permitted under any circumstance.

The Salon Policies

Product Return Policy:

I understand a **very lightly** used product may be returned or exchanged by the next scheduled appointment I have. I will make sure to reach out to Valerie with my concerns as soon as possible after using and deciding the product is not going to work for my hair.

Salon Etiquette:

Discriminatory/Derogatory statements & actions are prohibited in the salon and will not be tolerated.

Reading and agreeing to this statement confirms that I have read and understood all of Valerie Mendez's Policies found in the Digital Welcome Packet, various onboarding forms, and other correspondence sent to my email and stated in this memo. I agree to have my payment info saved and stored securely.

I understand that Valerie Mendez and I will have an in-depth conversation about all aspects of today's appointment, in which I agree to and acknowledge including price of service, and the expected physical and aesthetic results.

I will sign these policies upon acceptance of my application to be a client of Valerie's as well as every appointment thereafter.

The Experience

BEFORE THE DOOR

You'll receive a text the day of your appointment with instructions of what to do when you get here. You'll be able to choose your drink, music, and essential oil of choice before even walking into the salon!

THE WARM WELCOME

I'll kindly introduce you to the space to help you feel as comfortable as possible, and walk with you back to my suite to begin your services.

THE DIAGNOSIS

We'll have a thorough conversation about your hair to make sure we're both confident on how to proceed with your services today AND in the future. You will feel listened to, excited, and taken care of as we explore solutions and make plans to bring your dream hair to life!



The Experience

THE WORKS

I'll proceed with your color application, or curly cut and lesson. Where I'll keep you entertained with music, wi-fi, and fun conversation! Once you're done processing, we'll continue on to the Lather Lounge.

THE LATHER LOUNGE EXPERIENCE

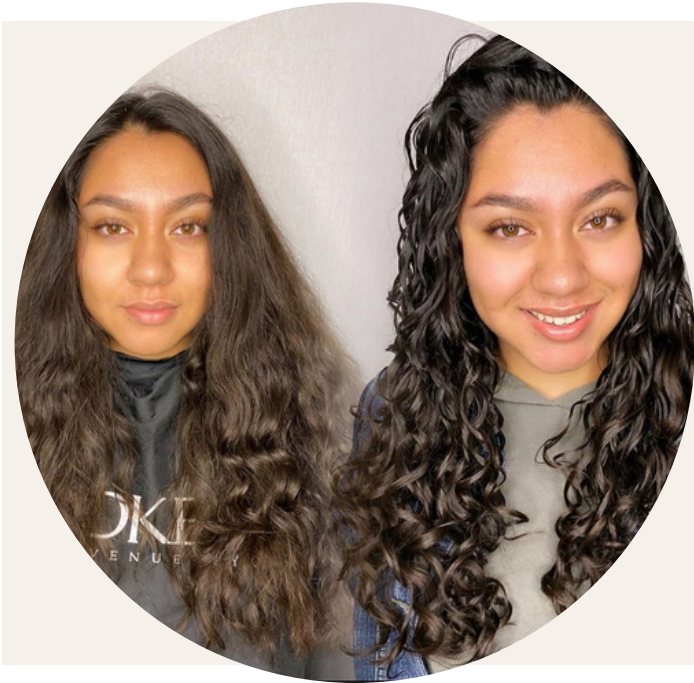
Every service package includes an essential oil-infused hot towel head wrap and relaxing scalp massage treatment. I'll keep quiet so that you can close your eyes and enjoy some much-needed relaxation & "me time".

THE WRAP UP

We'll make a plan for when and what your next appointment should be; Get you checked out, and send you on your way to turn heads with your beautiful new hair!



My Promises



PROMISE #1

I take great pride in going above & beyond to make sure you feel empowered and capable of handling and loving your hair. Not just when you leave the salon, but every day.

Educating you on how to maintain, and style your hair at home in a way that fits your lifestyle is very intentional.

PROMISE #2

Ongoing support doesn't end when your appointment does.

After your first appointment with me, you'll have the ability to text me if we need to troubleshoot any questions that come up!

My priority will always be to keeping you educated and confident in taking care of your hair at home.



THIS IS ONLY THE BEGINNING!

There are so many exciting things to share with you, but I'll wait to share the rest until we're together at your appointment!

Make sure to look out for some emails over the next couple days breaking down all that comes with being a special guest of mine! Including, how to prepare for your appointment, best practices and friendly reminders!

If you need any additional support, please feel free to reach out. In the meantime, start pinning your inspiration pictures!

I can't wait to meet you!

Much Love,

-Valerie