

Our Policy

Please be kind

Beginning May 1, 2019, Undone Salon will require a onetime credit card to reserve all future salon appointments. In the event you need to cancel and/or reschedule your appointment, we require a 24 hour notice via email or by phone. A confirmation text will be sent to you as reassurance that your card will NOT be charged. If canceling less than 24 hours in advance, Undone Salon reserves the right to charge your authorized card 50% of the service scheduled. All special occasion appointments require a nonrefundable deposit. If canceling less than 9 months in advance, Undone Salon reserves the right to charge your authorized card 100% of the balance due. Please note all deposits made over the phone are considered authorized, nonrefundable and subject to a 4% processing fee.

Running late? We get that too. If you are running more than 15 minutes behind schedule we may not be able to fulfill the service scheduled and that would just stink. Our 25% late fees are so not cool and we hate charging them.

Be kind and show up *especially* since our scheduling software automatically sends out confirmation texts prior to your appointment. No shows are flagged in our system immediately and will be charged 100% of the service scheduled.