


Ola-Rose Hair Wellness POLICY

Services:

Consultations Starter Locs/Microlocs/Sisterlocks
Consultations Natural Hair
Consultations Relaxed Hair Transition
Mini Consultations
Hair & Scalp Treatments
Scalp Massage Treatments
Hair & Scalp Assessments
Natural Hair Treatments
Hair Loss Consultations
Traditional Locs: Instant Locs, Two Strand, Palm Rolls
Restorative Hair Treatments
Microlocs Detox
Tinylocs ® (Coming Soon)
Microlocs (Two Strand Twists & Interlocs)
Microtwist Conversions
Interlocs
Soft Styling Services/Air Dry Style Services
Maintenance: Reties/Retwist
Traditional Locs and Microlocs Styles

Miscellaneous:

- ***Please wash & sanitize your hands prior to the service in the restroom***
- ***If you come earlier than scheduled, please wait until your appointment time***
- ***We service all hair types, loose natural hair, loc'd hair and other hair types***
- ***We service women clients with alopecia***
- ***We service women adults, women teens, girl children(accompanied by an adult)***
- ***We also service ***
- ***We also service international & out-of-state clients***
- ***If you are out of international or out-of-state coming to NY specifically to get your locs established/installed, we will be able to give you information on nearby accomodations and car service. Ask for our dual installation VIP service.***

In-Person Consultation, Treatments, Bookings, Establishment, Installation, Retightening & Maintenance Appointments:

- *If you wish to book an in-person consultation; booking (establishment, installation) retightening, retie & maintenance appointments send an email olarosehairwellness@gmail.com) or text message 1-917-725-5393 with your information and I will get back to you.*
- *For establishments/installations. Once we get back to you, we will request that you send a clear and recent photograph/video of your loose natural hair) from the sides, crown and back (if possible) and we can have a quick five minute discussion.*
- *If after your telephone consultation you wish to have an in-person consultation, I can book that for you.*
- *All installations are based on the condition of the client's hair during the consultation*
- *All consultations and booking fees are non-refundable and non-transferrable*
- *All consultations require a non-refundable booking fee and the balance is due the day of consultation*
- *After you have completed your consultation, you must have your establishment/ installations within 35 days or you will have to rebook another consultation.*
- *All booking fees are \$200.00 are required to hold your installation/establishment days*
- *All booking fees to hold your establishment/installation are required to hold your days for up to two weeks, afterwards your space will be forfeited and you will forfeit your booking fee and have to repay.*

COVID, Cold & Flu and other illnesses:

- *If you aren't feeling well or have a cold or flu symptoms, let's reschedule your appointment*
- *If you have any eye issues such as pink eye, let's reschedule your appointment*
- *If you have a fever let's reschedule your appointment*
- *If you have been recently diagnosed with COVID-19 please inform me, so we can reschedule your appointment and confirm with a negative test to move forward*
- *If you have been exposed to someone who has recently been diagnosed with COVID-19, please inform me, so we can reschedule your appointment*

- *If you have any broken skin, thinning, lesions and/or extreme conditions on your skin and/or scalp, let's cancel your appointment until I get a doctor's note that your are in the clear.*

Consultations for Starter Locs, Tinylocs, Sisterlocks, Microlocs, Macrolocs Establishments/Installations:

- *All Consultations are mandatory and in person for first time clients*
- *All consultations will involve a thorough scalp and hair examination and will recommend seeing a dermatologist before moving forward if your hair has a lot of problematic areas*
- *All consultations will provide test locs*
- *All **consultations are non-refundable.***
- *Your hair should be at least four inches*
- *Expect all consultations to last for about 45 to 60 minutes*
- *If you have just taken down your extension braids or weaves, please wait at least a week before requesting a consultation as your hair may be too fragile for installation/ and the true texture of your hair may be compromised*
- *For all locs/microlocs Consultations, hair should be free of hair extensions, grease, oils, creams, conditioners, leave-ins and chemicals*
- *For all locs/microlocs consultations please shampoo your hair at least 24 hours in advance of any service and hair should be free of hair extensions, grease, oils, creams, conditioners, leave-ins.*

Consultations for other services:

- *All hair treatments and other services will require a thorough scalp and hair consultation except for the tranquil roots retreat*
- *All consultations are non-refundable and non transferrable*

Cancellations and Rescheduling:

- *Cancellation or reschedulling requires 48 hours notice or you will be charged an additional \$50.00 when you come for your next appointment. If you do cancel a second time without notice, you will be charged \$100.00. If you do it a third time, you will be cancelled as a client.*

- *If you are running late, kindly text to let me know. Understand that if you run more than an 15 minutes late your service may not be completed on time if there is another client on the queue.*
- *If you do not show up and do not text or call your appointment will be cancelled and you will be charged an extra fee of \$85.00 upon your next appointment.*
- *If you run into an emergency that requires reschedulling of your establishment or installation you must text or call within 12 hours or you be charged an extra fee \$200.00 to be added upon your next appointment.*

Payments:

- *All services are subject to a NY State 8.875 sales tax unless paid in cash*
- *Payments on all services are non-refundable and non-transferrable once you have started and/or completed a service. If you are unhappy about something, please speak up before leaving the premises. The service provider will take reasonable steps to:*
 - Offer a complimentary service*
 - Provide advice and additional aftercare instructions*
- *Once microlocs/sisterlocks/tinylocs are installed, service provider does not offer a take-down service*
- *All hair treatments are non-refundable*
- *All booking fees are non-refundable*
- *All booking fees for starter loc and microlocs establishments require \$250.00 and are non-refundable and will be counted towards your entire fee.*
- *All microlocs/locs establishments must be paid in cash*
- *All other full consultations will require a \$80 booking fee which will be added to the balance of the consultation fee*
- *All mini-consultations will require a \$25.00 booking fee which will be added towards the balance of the consultation fee*
- *All treatments and other services will require a \$100.00 booking fee which will be counted towards the entire fee*
- *All services require a booking fee to hold your spot must be paid in advance to your service*
- *Not all services have prices listed on the website as each head of hair is different. Please book an in-person consultation or a complimentary five minute consultation to give you a ball park range*
- *Payment options: Cash, Cash App and Zelle only*

Thank you!!!!

Email: olarosehairwellness@gmail.com

Telephone: 1-917-725-5393