**Refund & Cancellation Policy**

Appointments:

We understand clients occasionally need to change or cancel their appointments. Should you need to do so, we ask for at least 24hours notice by phone (07 3211 0045) or via email ( info@aria-jhs.com ) or your deposit ($30~$50) will be charged.

Your deposit is not an extra charge and is held on an account for you on your booking and taken off your final bill.

Please be aware that the only way you would ever lose your deposit is if you cancel your scheduled appointment within 24hrs, don't show up for your appointment or are more than 10 minutes late for your scheduled appointment.

Our salon offers one to one service and that makes hair designers schedules relatively inflexible.

Fix Service:

Should you have any concerns about the service you have received in the salon

or if you are not satisfied with the work performed, please notify the salon within 10 days of your service. You can get in touch with us via email(info@aria-jhs.com) or phone(07 3211 0045). We will make every effort to make any adjustments to your satisfaction by rescheduling you with the stylist who performed the initial service, adjustments are made available to you.

We thank you all for your ongoing support and understanding.