

danny jelaca salon & spa

NO-SHOWS & CANCELLATIONS

We understand the magic of life happens and respectfully request that you provide at least 24 hours' notice to cancel or reschedule your appointment. Although we will make our best effort to reach you to confirm your appointment, if it is not cancelled or rescheduled on time, we reserve the right to apply no-show and late cancellation fees.

DEPOSITS

All appointments will require a deposit. It can be pre-paid at the time of booking by phone or online. We reserve the right to apply no-show and late cancellation fees.

REFUND POLICY FOR SERVICES

If for any reason you are not happy with the results, we ask that you let us know right away or within 3 days of the service. We will make every effort to achieve a satisfying result at no extra charge to you.

Any series or prepaid services not used within a 12 months will expire from date of purchase. Any series or prepaid services not used can be transferred to store credit only

REFUND POLICY FOR PRODUCTS

If you change your mind or simply need to return a retail item, we will be happy to issue a refund or exchange any defective products within 7 days of purchase. Products must be unused, unopened, and returned in the original packaging.

Sincerely,
Danny Jelaca Salon & Spa Team