



STUDIO POLICIES

DEPOSITS

Most appointments at Momo's Head Space Studio|Salon require a 25% deposit to secure your appointment.

Your deposit will be applied to your final cost of service on the day of your visit as long as the terms of the appointment are met and there are no cancellations, late arrivals, or no-shows. A credit card authorization form will be sent to you to review once your chosen date/time is confirmed. Should you need to reschedule your appointment or cancel due to illness, your deposit will be applied to your future reservation.

****Appointments that require deposits are not considered secured until your payment is received and processed.*

CANCELLATION POLICY

In the event of last-minute cancellations with less than 24 hours' notice, you are subject to be charged 50% of your originally scheduled service. For appointments where deposits were made, your deposit will be lost and you will be charged 50% of the remaining balance of your scheduled appointment.

NO-SHOW POLICY

In the event of no-show appointments, meaning you miss your appointment with zero communication and previously have confirmed your appointment, you will be charged 100% of your scheduled service and any deposits made will be lost. The card on file will be automatically charged and any disputes will forfeit the ability to reschedule.

LATE ARRIVAL POLICY

Late arrivals of more than 15 minutes are subject to a late fee of \$50. Should your late arrival prevent your originally booked service from being completed in its entirety, the cost of your service will remain the same and you will be charged 100% of the originally booked appointment. In some cases, your appointment may need to be rescheduled if it will conflict with appointments after.

To cancel or re-schedule, please send an email to book.momosheadspace@gmail.com a minimum of 24 hours in advance to avoid cancellation fees.

In the case of an emergency on the day of your appointment, please text 647-219-4046.

ARRIVAL OF APPOINTMENT

I'd appreciate it if you could text 647-219-4046 when you arrive. Please plan to arrive at least 10 minutes before your reserved time to give yourself time to find parking. There is meter parking on the street that takes coins and there is also lot parking near the studio that you can access through the HONK Mobile App.

MASKS

Masks are no longer required inside the studio, however, one will be worn upon request by either party.

HEALTH PRECAUTIONS

Thank you for your continued cooperation in continuing to keep us all safe and healthy. Kindly reschedule your appointment if you have come into contact with anyone who has shown cold or flu-like symptoms or has had a positive Covid test within 10 days of your scheduled appointment. Any signs of illness upon arrival and your appointment will happily be rescheduled for a later date and you are subject to a fee of \$50.

JACKETS & PAYMENTS

There are hooks available for you by the studio doors for you to hang your coats. Credit/Debit cards are the only forms of payment available. No cash is kept on hand and change cannot be provided should you choose to use this form of payment.

SNACKS AND DRINKS

Coffee, Tea, water and snacks will be available for you. Feel free to bring your own small snack or beverage in a cup with a covered lid to the studio with you if desired.

Return Policy

Every attempt is made to ensure that you are satisfied with your experience at Momo's Head Space Studio|Salon.

In the event that you are not completely satisfied with your service, please share this at the time of your appointment or within 72 hours (3 days) after your service has been performed by sending an email to book.momosheadspace@gmail.com and a solution will be determined between you and your stylist.

NO REFUNDS will be offered for any of the services provided.

Product purchases at the studio that are unopened and unused are welcome to be exchanged within 2 weeks (14 days) of purchase.

Products that have been opened and used are not eligible to be exchanged.

NO REFUNDS will be offered for any of the products purchased.

*Momo's Head Space Studio|Salon reserves the right to add or take away from this list as policies change.

Thank you for your understanding and cooperation!