

POLICIES

We certainly understand life's emergencies. However, we must keep certain policies in place to maintain our high quality service and atmosphere. In that spirit, we kindly ask that you please review and observe the following policies:

Appointments

Spa services are available by appointment. We recommend scheduling your appointment as far as advance as possible to ensure availability. To reserve any spa services, we require a credit card or gift card number. You can secure your reservation by phone 850.231.6085 or by e-mail at info@rollandsbeautybar.com

Cancellations

We take great care to provide our clients with the highest quality service and we pride ourselves on our exceptional staff. To ensure that we can offer all our guests this consistent level of superior service, we must impose the following cancellation policy:

- We require a 24 hour cancellation notice on all scheduled appointments.
- Appointments cancelled less than 24 hours prior to your scheduled appointment will be charged 50% of the cost of service.
- No-Shows will be charged 100% of the cost of service scheduled.

Gratuities

Gratuities are greatly appreciated. The average gratuity is 15% to 20%. However, the gratuity you leave is entirely based on your satisfaction.

Gift Cards

Our gift cards make the perfect gift-giving idea, even for the person who has everything and are available in any dollar amount. Our gift cards may be purchased in the salon, by telephone, or by e-mail.