

Terms and Conditions

Booking Policy

All appointments must be booked using the website or appointment booking platform provided by Shades and Textures LLC. Use your device of choice either online or through the app for the booking platform to make your appointments. You are able to make any appointment at least six hours before the time.

Deposit Policy

A deposit is required at the time of booking your appointment; and which is payment towards your services. This deposit is non-refundable if you reschedule or cancel your appointment less than 24 hours to your appointment time.

Payment Policy

Shades and Textures LLC accepts most major credit cards, cash and checks issued from local banks.

Arrival Policy

Please arrive at least 5 minutes before your scheduled appointment. If you're running late, please call or text us and let us know. We will do our best to accommodate you but also accommodate the clients coming in after you. We may have to cancel your appointment or subtract services to make the time work.

Cell Phone/Devices Policy

We are happy you chose Shades and Textures LLC for your services. While you're here waiting or having your services, please be mindful. We know your need to stay connected is important but please remember to tell your contact that its your time of self-care and you may have to call them later. Also, we have a tight schedule here at Shades and Textures LLC and aim to be on time.

Pet/Service Animals Policy

As much as pets/service animals are loved, we are mindful of allergies, physical and hygienic issues they can pose. Please leave your pets at home so that we can ensure a safe and sanitary environment for everyone here at Shades and Textures LLC.

Service Policy

We reserve the right to refuse service at our discretion. Clients who exhibit loud or aggressive behavior, violate our code of conduct, take property, pose danger to clients or staff will be denied services and asked to leave premises immediately.

Refund Policy

We strive to ensure all clients are satisfied with their services. If you are unhappy with your service please contact us via email at appointments.shadesandtextures@gmail.com with your concerns. As a reminder, the appointment deposit is non-refundable. The remaining service charge is at the discretion of Shades and Textures LLC if refunded in partial or full.