

Pure Zen Salon & Spa INC. POLICIES

Cancellations & No Shows

Please allow us 24 hour notice if you are unable to make your set reservation time. Upon re-booking, we may ask for your credit card information to hold any future reservations.

No Show

A guest may no show or last minute cancel their appointment with our salon professionals one time. After that initial instance, Pure Zen Salon & Spa Inc. will require a credit card on file in order to schedule future appointments. If a guest is a no show or last minute cancel beyond the 1st time, we will charge 50% of the scheduled service to the card. A no call/no show voids any promotions used with the reservation.

Credit Card Held & pre-pay Services

Packages and some specials may require a credit card hold or pre-pay. Massages must be pre-paid upon booking. Our Cancellation and No Show policies apply.

Returns

Pure Zen Salon & Spa Inc. 100% guarantees all John Paul Mitchell, Milk_Shake & Reuzel products. If you're unhappy with your purchase, we'll refund your money or exchange it. (proof of purchase is required)

Color Service Guarantees

We guarantee the longevity of our color services only with the use of recommended John Paul Mitchell hair care products, Milk_Shake and Reuzel products. Hair care products are only guaranteed effective when purchased from a professional salon.

Treatments, services, packages and pricing may vary by stylist/professional. This is subject to change without notice.

Promotions

Some promotions are NOT valid with all stylist.

PACKAGES

Gratuuity is NOT included in packages.

Packages are already discounted. No substituting of services in packages. All packages require payment in full when scheduling. Cancellation and no show policies apply.