



Uninhibited Curls

Welcome Guide

UC

Uninhibited Curls

Simple Natural Curl Education

Uninhibited Curls

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You'll love the way you love your curls after you get to know them!



Meet Lori

I'm Lori, a geriatric millennial or a baby Gen Xer depending on who you ask, a single mom, dog mom, golfer, reader, student, teacher, girlfriend, sister, daughter and Lolo to my nephews and niece.

I struggled with my hair for most of my young life and my mission now is to make sure no one who sits in my chair has to wonder what to do with their hair again.

I have created a wonderfully successful system for healthy hair, scalp and curls. I ask that you trust the process and give it a real effort before you give up.

The way your hair feels, the confidence you'll have when taking care of it and the relationship you'll have with me will be completely different than anything you've ever experienced before.

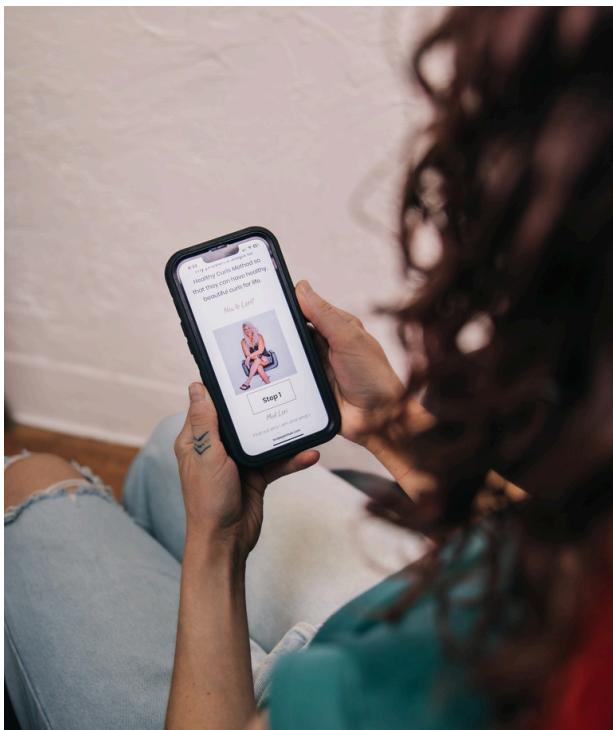
Instead of having gorgeous hair only on the day you sit in my chair, I'll set you up for continued success between visits with my styling trainings and coaching.

On the weekends, you can find me out on the golf course, chasing my teenager around, or chilling on the couch with my dogs and a good book by Tijan.

During the week, I teach people how to listen to what their curls are telling them, and helping my clients troubleshoot the few issues they might have.

My clients enjoy treats and surprises and find that I'm always around when they need me! If you're ready to learn more about your hair, you've definitely come to the right place!

WELCOME



Pre-Visit

You'll receive a text reminder 48 hours before each visit which gives you 12 hours to reschedule or cancel before my cancellation policy kicks in.

Have a question? You can reach me at 806 412 1731

Between Appointments

Be sure you add me to your email contacts so that you have access to all the treats and surprises.

Implement new techniques at home with the support of my Curl Lounge and trainings and tutorials.

Be My Guest

I will take my time navigating your first visit with me and all future appointments to ensure you get exactly what you need each visit without keeping you in my chair longer than you need to be.

I'm an expert baker and I love talking about dogs, books and learning, so don't be surprised if I surprise you with homemade cookies and a crazy story or two:)

Your First Visit

- Please arrive 10 minutes before your scheduled appointment time.
- Parking is located on the North side of the KK's Corner Mall parking lot.
- We will discuss your visit goals, long term hair goals, the service for the day and pricing. If you're not comfortable, we won't start until you are!
- I'll get you settled in with a cold drink and a cookie if you're a sweet tooth like me and we'll get started.
- After you leave, you'll get access to my Curl Lounge, where you'll find 24 hour resources to help you at home.

A consultation like you've never seen before.

Have you ever been nervous to get your hair done, especially by a new stylist?

That won't happen here.

Through my innovative consultation process, you'll be 100% confident, relaxed, and excited from start to finish.

We will talk about your past, present, and future hair goals to ensure we create a sustainable plan you absolutely love.



Uninhibited Curls Policies

LATE ARRIVAL POLICY

I appreciate you being 5 minutes early for your appointment. If you are 10 minutes or more late, I will reschedule your appointment and a fee of \$50 may be due before your next appointment is reserved.

If you are 1-10 minutes late, a fee of \$10 will be added to your service ticket. If I am running 1-10 minutes late, I will discount your service by \$10.

CANCELLATION POLICY

I require 36 hours notice should you need to cancel or reschedule your visit with me.

Should you cancel your appointment with less than 36 hours notice or fail to show up for a scheduled appointment, a \$50 fee applies and will be due before a new appointment can be scheduled.

You will receive a reminder 48 hours before your appointment, giving you time to reschedule your appointment and not be in violation of the cancellation policy.

RE-DO POLICY

I strive to offer my guests the highest level of guest satisfaction.

If you are having challenges with your cut or color let me know within 7 days of your visit.

If after reviewing the consultation form we completed together, I can see that I missed the mark in the execution of your services I'm happy to correct the issue with no additional charge.

PRODUCT RETURN POLICY

Should you make a product purchase that you are unsatisfied with, I will accept exchanges at full credit for 30 days from your initial purchase provided there is at least 60% of the product remaining.

Product purchase refunds are not available. I will exchange your purchased product for another product that I believe is better suited to meet your needs and goals.

HAIR SERVICES AGREEMENT

I understand that my stylist will work to achieve the agreed upon result. Should I feel the result differs from what we agreed to achieve, I have 7 business days to request a service adjustment free of charge. If I do not request a service adjustment within 7 days of the services rendered, I understand that I am no longer entitled to a service adjustment and any changes requested will have to be paid services.

I understand that If I change my mind and now desire a result that differs from what was discussed In the consultation, I am not entitled to a service adjustment.

HAIR HISTORY FALSIFICATION AGREEMENT

I agree to be fully honest and transparent with my stylist as we talk about my hair history. I understand that anything I've done previously to my hair and anything I may choose to do In the future will affect the results of services received at the salon. I understand that falsification of hair history will result In an undesirable outcome Including, but not limited to: *Hair breakage Uneven color Undesirable color Irreparable damage* Should any of the above occur and It Is determined that I have falsified hair history, I will not be entitled to any reparative services, treatments or refunds.

These policies must be agreed upon before any service.