

# Ippodaro Natural Salon 2021 Policy Update & Disclaimers

*Please read the following before making an appointment, Thank You!*

## Stylist Levels

Each individual stylist is set at a level that best fits their experience, knowledge and background. As each stylist gain experience, they go up a level. The lowest level is a 1 and the highest level is a 4. *Please read the descriptions below regarding each level.*

| <b>Level 1:</b>   | <b>Level 2:</b>  | <b>Level 3:</b>  | <b>Level 4:</b>   |
|---|--|--|---|
| <ul style="list-style-type: none"> <li>● Experience: 1-2 years.</li> <li>● All level 1 stylists continue to take advance class but are monitored by Master Stylists (level 4) to provide assistants and look over.</li> </ul> | <ul style="list-style-type: none"> <li>● Experience: 2-4 years.</li> <li>● All stylists move into higher levels through client retention and continual education.</li> </ul> | <ul style="list-style-type: none"> <li>● Experience: 4-6 years.</li> <li>● All stylists move into higher levels through client retention and continual education.</li> </ul> | <ul style="list-style-type: none"> <li>● Experience: 6+ years.</li> <li>● All stylists move into higher levels through client retention and continual education.</li> </ul> |

***\*\*Important Note:*** *All new stylists at Ippodaro have gone through an apprenticeship program through our owner, Terri Rehkopf. We believe this program promotes each stylist to a much higher than average level of performance.*

## Services & Pricing (General Knowledge)

1. Prior to service, each stylist will discuss all style(s), and/or color preference(s) with client.
  - a. *We value creating the right image for you through asking the right questions and identifying your individual lifestyle needs.*
2. All services start at a base price.
3. All services vary from each other as this depends on the level of the stylist.
4. All prices may change due to product usage, tools, time, etc.
5. **Redos:** A 7-day grace period is granted to the guest in which the stylist can provide additional services to ensure the guest achieves their original hair goal at no cost. However, this does not accommodate for a change in mind or drastic changes from what was originally discussed between the stylist and guest. Ultimately, the stylist holds the right to refuse further services to a guest if such a need arises.

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6. **Cancellations:** Your appointment time is reserved especially for you. If unable to keep an appointment due to a change of heart or reasons beyond your control, please call 24 hours in advance. Our staff works hard to ensure the best for everyone and to allot time efficiently for every service. We cordially reserve the right to charge a **\$50 cancellation** fee per hour reserved for short-notice cancellations (less than 24 hrs) and/or broken appointments. Deposits will be kept for no-shows.
7. **Covid-19:** We are following CDC guidelines to protect everyone against the spread of COVID-19. Expect temperature checks, mandatory masks, social distancing, and hand sanitation. Our stations are sterilized after every guest and the salon is routinely wiped down on a daily basis. If there are any concerns, please contact us with any questions.

### Services & Pricing (Specific's)

1. **Balayage (Includes Toner):** Each stylist has a starting price which includes toner. Price may rise depending on consult/service.
2. **Modeling:** Team members at Ippodaro Natural Salon are always looking for models for our Tuesday Classes. If interested, please contact us via email at either [ippodarotexas@gmail.com](mailto:ippodarotexas@gmail.com) or visit our Contact Us tab on our website at [www.ippodaro.com](http://www.ippodaro.com).
  - a. **Benefit:** *Modeling for a Tuesday Class reduces price of chosen service.*
  - b. **Age Limit:** *Applicants must be 16 years of age or older prior to completing a model request form.*
3. **Complimentary** bang trims and neck trims on all cuts for existing guests between regular appointments.
4. **Non-Wedding Updo Braiding Styles:** Each Updo Braiding Style prices range differently depending on style and time, all start with a base price of \$75.00.
5. **All Wedding and Special Occasions:** Services related to bridal or special occasions **must** have a consultation prior to appointment. During consultation, clients must bring in pictures of what they wish to have created.
  - a. **Important Note:** *All consultations start with a base price of \$50.00 and gradually change depending on what is discussed.*
  - b. **Dedicated time:** *If client needs assistants with ideas and options, clients must book to scheduled 30-minute appointment with stylist. This also includes all very intricate or unusual styles. - Base price \$50.00.*
6. **Children 6 Years or Under:** Children under the age of 6 years old will pay a reduced price. Children 7+ will be charged regular price.

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7. **Special Teenage Services:** Ippodaro Natural Salon offers teaching services for teenagers to properly learn how to wash their hair while doing a detox clay treatment and is followed with our malibu treatment.
  - a. **Detox Clay Treatment:** *This treatment removes all buildup on the scalp.*
  - b. **Malibu Treatment:** *Removes build up away from strands.*
8. **Beach Wave Perm:** Price varies depending on hair thickness and length.
9. **Vivid Hair Colors:** Price will be hourly per stylist level.
10. **VIP Appointments:** All VIP appointments must pay an additional \$50.00 fee. These appointments are exclusive as clients get the entire salon to themselves.
11. **Thermal Straighteners:** Thermal straightener services are only done by stylist's level 2+.

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