

# SERVICE POLICY

*By booking a service with Vanity Blowout Bar you agree to have read and agreed with our terms, policies, and agreements. All policies may be updated or changed at any time.*

We at Vanity Blowout Bar aim for your complete satisfaction. This policy has been established to reflect our values. It is our commitment to excellence that is fortified within our code of ethics, and the following should be upheld by employees, contractors, or others working on behalf of Vanity Blowout Bar.

## **CODE OF ETHICS:**

- 1. WE PUT YOU FIRST:** You are our number one priority. We aim for your complete satisfaction at all times.
- 2. ACCEPTING FEEDBACK GOOD OR BAD:** Your opinion is important to us. We welcome your feedback and take all comments into consideration to improve our business.
- 3. REMAIN TRUTHFUL AND INTEGRAL:** All information provided on our sites shall remain truthful, upfront, and integral. You can count on us to be honest and straightforward.
- 4. CONTINUE TO IMPROVE OUR KNOWLEDGE AND SKILL TO SERVE YOU BETTER:** We are leaders in the hair industry. We commit ourselves to remain knowledgeable about hair technology, techniques, and our constantly evolving industry.
- 5. REMAIN PROFESSIONAL AND COURTEOUS IN ALL ENCOUNTERS:** We are here to assist you with any problems or concerns. All encounters will be met with respect and courtesy. We urge all employees, contractors, and partners alike to uphold this standard.

## **FEEDBACK AND COMPLAINTS**

Our goal is to exceed your expectations at all times. We welcome any feedback regarding your experience.

While we take proper precautions to ensure we provide exceptional service with urgency and high standards, we acknowledge that complaints may occur. In the event, you are unsatisfied with your service please reach out to us in a timely manner. All claims will be investigated and addressed to improve our standards of service. Please submit a detailed summary of your encounter with us by emailing us at [Vbobsalon@gmail.com](mailto:Vbobsalon@gmail.com) and we will reach out to you within 24 hours.

**USE OF CHEMICALS OR HARMFUL PRODUCTS:**

Due to the nature of our business, you may be exposed to chemicals or harmful products. By booking said service you are agreeing to the use of these chemicals which may cause harm to you. Please be advised that the effects may cause side effects in which Vanity Blowout Bar cannot be held responsible.

**COMPLIANCE AND SAFETY:**

For your safety and ours, Vanity Blowout Bar fully complies with applicable state and federal laws and regulations. Care and precaution must be taken by employees, contractors, and or other members acting on behalf of our company.

**SOCIAL MEDIA, CONSENT, AND PROMOTION**

By booking a service with Vanity Blowout Bar you consent to the use of your photos, videos, reviews, and/or written correspondence to be distributed on the internet for promotional purposes. Your likeness may be used to promote services or products for the benefit of the company and may be repurposed for promotional materials. In the event that you do not consent to these actions, please contact a representative before the start of your service.