

STEPHANIE HEBARD

COLORIST • STYLIST



Guest Manual

Welcome!

Your journey to healthy, beautiful hair that you *love* begins now!

I completely understand that investing in your hair and trusting a new hairstylist can be super intimidating. I'm very honored you've chosen me and appreciate this opportunity. I want you to be completely comfortable and confident during your visit,

In this manual you'll learn a little bit has a ton of information about your first experience as my VIP GUEST. Please reach out if you have any questions. I'm so excited to work with you.

Looking Forward,
Stephanie





Contact Me

S H Hair Studio



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Wellington FL 33414



www.StephHebardStylist.com



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Come Prepared

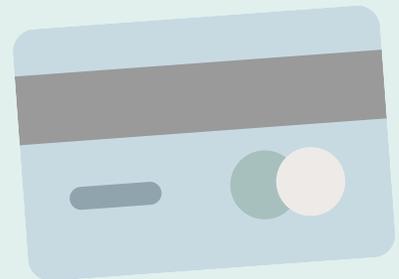


Dry Clean Hair

Please come to your appointment with clean, dry hair - preferably with minimal use of product.

Payment Methods

Besides **Venmo** or **Zelle**, I also accept Credit/Debit Cards and Cash.



Inspiration Pictures

Feel free to come with pictures of hair cuts/colors that you LOVE and ones that you DON'T.

No worries or second guesses here. This is simply so I can get a really good idea of your likes and dislikes.



The Booking Process



Your booking process is simple and convenient.

No longer wait for a call back. Visit my online booking at www.StephHebardStylist.com. There, you'll find *all* my current availability on my website. Once I have you in the salon- I prefer we prebook your follow up appointment. You will then have access to my schedule and changes can be made online. Be sure to join my VIP (Client-Lounge) facebook group for any last minute openings. That's your "*pass*" as my VIPs *ALWAYS* get first alerts for last minute openings.

I'll give you a card as to what to book for your follow~up service.

If you need further assistance, please reach out.



Salon Policies

Cancellation Policy

Your reservation is very important to me and is specifically built around your needs. I understand that sometimes rescheduling may be necessary. Kindly give a 24 hour notice for cancellations. I understand any appointment with Stephanie Hebard not respectfully cancelled within 24 hours of scheduled date and time will prompt the implementation of Stephanie's cancellation agreement protocol. This allows ample notice for those on my waitlist. A charge of 50% of scheduled appointment will be charged before being rescheduled. All no-shows will need to cover 100% the cost of missed appointment prior to being rescheduled.

Redo Agreement

I understand if I would like adjustments regarding my service tweaked after leaving my scheduled appointment, Stephanie will be glad to accommodate you free of charge in most circumstances. For said complimentary service to be done, this request must be made within 7 days of your initial appointment.

I understand no refunds are allowed under any circumstance.

Sickness

Please *CANCEL* if you're feeling ill, displaying *ANY* symptoms, knowingly been exposed or awaiting results for any household member. *All* fees will be waived. I too will give you full disclosure

~ as I believe transparency is the best policy.



The Experience

BEFORE THE DOOR

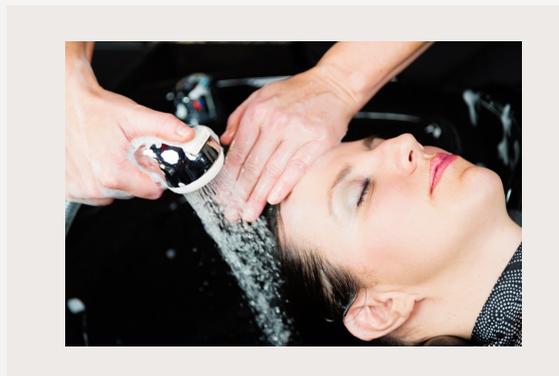
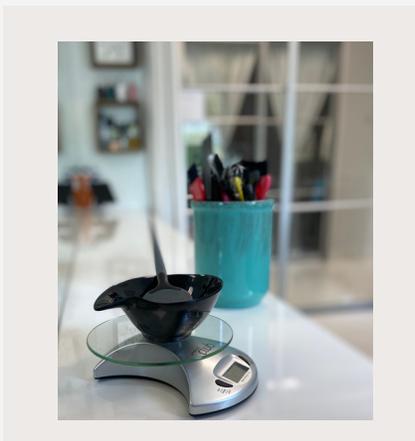
You'll receive a text confirmation once your appointment has been booked. A friendly reminder will also be sent two days prior to appointment. Nothing is needed from you to confirm. I kindly ask if you're unable to keep your reservation, please let me know.. You'll then be able to curate your experience further with some fun customizable experience questions for your visit. Opportunities to add additional small luxury experiences to your visit including music, vibe, hot towel wrap, customized hair and scalp treatments and more!

YOUR WARM WELCOME

I'll kindly welcome you to the salon; ensuring you're comfortable while walking you back for your service. My suite is infused with essential oils and tons of natural light. You'll be able to relax and unwind while enjoying a beverage of your choice. Having the opportunity to enjoy only the best of products. Offering you plenty of choices to keep hair healthy while tackling any issues you may be having.

THE DIAGNOSIS

Once settled, we will begin your service with a thorough consultation. This is where you can provide me with your inspiration photos, budget questions, and any concerns or advice you may have or need. When we've had a meeting of the minds, the fun begins!



Your Education



Learning Curve

I take pride in the fact that I go above and beyond to make sure you feel empowered to love your hair not only when you leave the salon, but every day.

I do this by intentionally educating you on how to maintain your color and style at home in a way that fits your lifestyle. We accomplish this with personal, recorded tutorials and proper product application.

Ongoing Support and Low Maintenance Color

Your ongoing support and low maintenance color

We'll make a plan for when and what your next appointment will be, get you checked out, and send you off to go turn heads with your beautiful new hair color.

After leaving your first appointment with me, you'll have access to FAQs and Tutorials that will keep you educated and confident in taking care of your hair. I will also be an available resource for you for more specific questions/support.



This is just the
beginning!

There's so many other exciting things to share with you about your experience with me.

Make sure to look out for some emails over the next couple days breaking down all that comes with being a VIP SH guest. Including my VIP Facebook Group, your custom experience customization, and more!

Please don't hesitate to reach out if I can help in any way. In the meantime, start pinning your inspiration pictures.

I can't wait to meet you!



- Stephanie