

## Policies & Scheduling

- **Arrival**-Please arrive early for your appointment. \*15 minutes early for new clients and 10 minutes early for existing clients.
- **Cancellations**- Please call at least **24** hours prior to your scheduled appointment if you cannot be present for any reason. A fee of \$15 to reschedule will be assessed if this policy is not followed.
- **Cell Phones**-Please turn all cell phones, pagers, and PDAs off or to vibrate/silent during your scheduled appointment.
- **Children**-Please do not bring children with you to be left unattended during your scheduled appointment.
- **Custom Violet Soirées**-Please allow two weeks for scheduling.50% Deposit required at time of scheduling to secure date. Soirées are tailored to meet your requests and can be held at The African Violet, LLC or at a venue of your choice.
- **Gift Certificates**- Gift certificates are valid for one year from the date of purchase. Not redeemable for cash. Gift Certificates cannot be replaced if lost or stolen.
- **Gratuities**- Gratuities are not included within any service pricing, but are appreciated.
- **Health Concerns**- Please make known prior to the start of your session any allergies, medications, or medical conditions that may require special attention or effect the result of your service.
- **Late**-Please call if you are going to be late for your scheduled appointment. Please understand that you will only receive the remaining amount of time left in your scheduled appointment.
- **LivingSocial**- If you purchased a voucher through LivingSocial, please schedule by e-mail at [jennifer@theafricanvioletllc.com](mailto:jennifer@theafricanvioletllc.com) due to the overwhelming response. Your patience and understanding is greatly appreciated.
- **No Show/No Call**- If you do not show up for your appointment and do not call to cancel 24 hours in advance, there will be a \$15 rescheduling fee.
- **Payment**-Cash or Debit/Credit Cards Only. **Services and Prices are subject to change without notice.**
- **Retail**- The African Violet offers unique retail items that can be purchased. Items are not returnable and should be used as instructed. \*Since items are all natural products, please ensure that all ingredients are considered before use.
- **Scheduling**- To ensure the time desired and service availability, advance scheduling is required (at least 48 hours). Please call [864-381-7001](tel:864-381-7001) or e-mail [info@theafricanvioletllc.com](mailto:info@theafricanvioletllc.com) to schedule your appointment. Due to a high

volume of calls, all calls will be returned as soon as possible. **Scheduling is by appointment only.**

- **Valuables-** The African Violet, LLC is not responsible for any lost or stolen items. Please do not leave any valuables visible in your vehicle or leave your vehicle unlocked. A safe place will be provided for your personal items and belongings during your scheduled appointment.
- **Walk-Ins-** The African Violet, LLC does not accept walk-ins. Appointments must be scheduled in advance. The African Violet, LLC thanks you for understanding.