

Sista Girl Styles

Políciés & Etíquette

IF YOU ARE SICK, AT ANY STAGE, PLEASE RESCHEDULE. IF YOU COME IN EXHIBITING SIGNS OF ILLNESS I WILL BE FORCE TO CANCEL YOU APPOINTMENT AT THAT TIME.

Initials: _____

APPOINTMENTS & SCHEDULING

1. All appointments scheduled MUST to be confirmed at least 48 hours in advance. If you do not confirm your appointment it will be canceled.
2. Please arrive on time. Services will be billed from the time of the start of your appointment, not your arrival time.
3. Arriving late will result in it will result in your appointment being cut short or being canceled, in order to accommodate the next scheduled client.
4. In the event that you will be arriving more than 10 minutes late, please call or text ahead of time.
5. Your next appointment should always be scheduled before you leave to ensure that you will be on schedule. Advance scheduling (approx. 4-6 weeks) is HIGHLY recommended. Last minute appointments and schedule changes are hard to accommodate and are not recommended.
6. Reconstruction, repair and any appointments scheduled after 9 weeks or more will be charged a rate of \$55/hr.
7. Do to limited seating space please refrain from bringing additional persons with you to your appointments.

Initials: _____

CANCELLATIONS & RESCHEDULING

1. Any changes and cancellations of appointments require a minimum of 48 hour notice to avoid being charged a \$35 cancellation fee that is payable BEFORE scheduling your next appointment.
2. ALL NO SHOW appointments will be charged a \$35 cancellation fee and is payable BEFORE scheduling you next appointment.
3. If your appointment is cancelled as result of you being late a \$35 cancellation fee must be paid prior to scheduling your next appointment.
4. Sisterlocks Installation appointments will require at least 2 week notice to reschedule or cancel.
5. If less than a 2 week notice is given full payment will be required prior to rescheduling installation appointment.

Initials: _____

NEW TRANSFER CLIENTS

1. Transfer clients must schedule a New Client Consultation before first re-tightening appointment.
2. New Client Consultations are \$40 and can take up to 30 minutes.
3. All transfer clients must sign the terms of this agreement before being serviced.

Initials: _____

PAYMENTS

1. Payment is expected at the time of service.
2. Payments may be made with cash, check or credit card.
3. 3% convenience fee will be applied to all credit card transactions.
4. Sisterlocks Installation payment MUST be paid in cash or cashier's check.

Client Name: _____ Signature: _____ Date: _____

Sista Girl Styles

Appointment Instructions

THESE INSTRUCTIONS ARE VERY IMPORTANT LEADING UP TO YOUR UPCOMING HAIR APPOINTMENT. PLEASE CALL OR TEXT 48 HOURS IN ADVANCE TO CONFIRM YOUR APPOINTMENT.

PRIOR TO YOUR RETIGHTENING APPOINTMENT

1. Come to your appointment with your locs freshly shampooed. Your hair **MUST** to be washed with in 48 hours of your appointment. If you can't shampoo before your appointment you will **MUST** reschedule.
2. Your locs **MUST** be separated from the root right after **EVERY** shampoo and before your all retightening appointments. Matted unseparated locs will be charged at a rate of \$55/hr.
3. Your locs **MUST** be free from all products. This includes oils, conditioner and styling products.

Initials: _____

PRIOR TO YOUR NEW CLIENT CONSULTATION

1. Come to your appointment with your freshly shampooed. Your hair **MUST** be washed within 48 hours of your appointment. If you can't shampoo before your appointment you will **MUST** reschedule.
2. Your hair **MUST** be free from all products. This includes oils, conditioner and styling products.
3. Please remove any braids, elaborate styles or extensions from your locs before your appointment. I need to be able to assess your scalp and locs.
4. Write down any questions or concerns you have about your locs so we can address them during the consultation.

Initials: _____

PRIOR TO YOUR SISTERLOCKS CONSULTATION

1. Come to your appointment with your freshly shampooed. Your hair **MUST** be washed within 48 hours of your appointment. If you can't shampoo before your appointment you will **MUST** reschedule.
2. Your hair **MUST** be free from all products. This includes oils, conditioner and styling products.
3. Please do not blow dry, straighten or alter your hair in any way. I need to be able to see your natural curl pattern to properly assess your hair.
4. Write down any questions or concerns you have so we can address them during the consultation.

Initials: _____

PRIOR TO YOUR LOCKING SESSION

PLEASE DO NOT PLAN ANY OTHER ACTIVITIES ON THE DAY OR DAYS OF YOUR INSTALLATION APPOINTMENT. IT IS IMPOSSIBLE TO PREDICT HOW LONG YOUR LOCKING SESSION WILL TAKE.

1. Come to your appointment with your hair freshly shampooed. Your hair **MUST** to be washed within 48 hours of your appointment. If you can't shampoo before your appointment you will **MUST** reschedule.
2. Please do not blow dry, straighten or braid your hair in any way. I need to be able to see your natural curl pattern.
3. Your hair **MUST** be free from any conditioners, oils or moisturizers before appointment.
4. Please to wear comfortable clothing. Bring meals, snacks, water, reading materials or anything that will make your locking session enjoyable.
5. Sisterlocks Installation payment **MUST** be paid in cash or cashier's check.

Client Name: _____

Signature: _____

Date: _____

Sista Girl Styles

New Installation Information

HERE ARE SOME TIPS TO HELP MAKE YOUR SISTERLOCKS EXPERIENCE GO AS SMOOTHLY AS POSSIBLE.

AFTER YOUR LOCKING SESSION

1. FOLLOW the shampooing instructions in your Starter Kit. Make sure to BUNDLE: Braid sections of your hair together, tuck the ends, and secure with a rubber bands PRIOR to shampooing. Thorough rinsing of the shampoo is very important.
2. SEPARATE your locs from the root after every shampoo. This is important to keep locks from joining together. Dry hair thoroughly before going to bed. This prevents mildew and odor from forming in your locs from being wet for an extended length of time.
3. AVOID OIL-BASED PRODUCTS. During the “setting in” phase only use Sisterlocks Starter shampoo. This phase can last 3 - 9 months or more. Softening agents found in moisturizers, conditioners and oils can cause your hair to resist the locking process.

Initials: _____

YOUR FOLLOW UP APPOINTMENT

1. Your follow-up visit will be scheduled within 2 - 4 weeks after of your installation at no additional charge.
2. If you reschedule the follow-up visit 5 weeks or more after your installation you will forfeit your complementary follow up re-tightening.

Initials: _____

GENERAL MAINTENANCE

1. It is important to maintain regular re-tightening appointments. If you do not re-tighten you locs on schedule your time and costs will increase. Re-tightening typically ranges between 3-5 hours.
2. For health safety reasons please come to your re-tightening appointments with your freshly shampooed. If you can't shampoo before your appointment you will need to reschedule. Additional fees will apply if rescheduling polices are not followed.

Initials: _____

CLIENT AGREEMENT

1. I have received a consultation regarding the Sisterlocks® system of natural hair management and have understood the instructions on the locking process, washing techniques, and daily care.
2. I agree to use Sisterlocks® products to maintain. I understand Sisterlocks products are formulated to produce the best results, and that using products other than Sisterlocks® may result in lock slippage, tangled or unlocked hair.
3. I understand that regular appointments are necessary to maintain the locs, and that if any scheduled appointments are missed, Sista Girl Styles are not liable for the conditions of my locks.
4. I acknowledge that I have read and that I understand Sista Girl Styles® Etiquette, Policies and Appointment Instructions.

Client Name: _____ Signature: _____ Date: _____