

Our Policies

Our goal is to ensure you completely enjoy your time with us. The following tips will help to make the most of your time at Strands Salon & Spa:

Reservations & Cancellations: Upon scheduling an appointment, we require a credit card to reserve your time. Your credit card will not be charged prior to your appointment. We understand that sometimes you need to change your schedule. We kindly ask that you give us 24 hours notice if you must cancel an appointment. If late or no notice is given a fee may be charged to your credit card of 50% of your services scheduled.

For your first visit, please arrive 15 minutes prior. This will allow time to relax and unwind, and to enjoy some Aveda Comforting Tea as you settle in.

We recommend that you schedule your next appointment prior to leaving Strands Salon & Spa to ensure you have the day and time that you desire most.

Your privacy and comfort are of the utmost importance to us. Spa treatments require various levels of undress and our therapists are trained in appropriate methods of draping. Although your therapist will discuss a complete overview of the treatment you will experience, please feel free to ask any questions or make special requests to ensure your own comfort level.

Parents please note: it is essential to make child care arrangements prior to your appointment so that you may enjoy it to the fullest.

Returns and Exchanges: exchanges are gladly accepted on Aveda products purchased at Strands Salon & Spa, no refunds are given. Services received by Strands Salon & Spa professionals are non-refundable. However, we will make every effort to achieve your specific needs.

Ask about our Aveda Treatments Enhancements to further your Spa Experience with us. Our highly skilled professionals are well trained in client safety and comfort and take the utmost in providing you with the best salon and spa experience.

We thank you in advance for allowing us the privilege of taking care of you.