

Styles by Joanne Fortune

Hair & Makeup Services

TERMS AND CONDITIONS

San Diego, CA / Effective Date: September 14, 2026

Please read these Terms and Conditions carefully before booking or receiving services. By scheduling or receiving any service from Styles by Joanne Fortune, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions in their entirety.

1. INTRODUCTION & ACCEPTANCE OF TERMS

These Terms and Conditions ("Terms") constitute a legally binding agreement between the client ("Client") and Styles by Joanne Fortune ("Company," "we," "us," or "our"), a professional hair and beauty styling business located in San Diego, California.

- By booking, scheduling, or receiving any service from Styles by Joanne Fortune — whether in-salon, on-site, or through mobile styling — the Client agrees to these Terms and Conditions in full.
- These Terms apply to all services provided by Styles by Joanne Fortune, including but not limited to: salon appointments, on-site and travel events, mobile styling visits, bridal and formal event services, and any associated consultations.
- If you do not agree to these Terms, you must refrain from booking or receiving services. Continued use of services constitutes ongoing acceptance of these Terms.

2. SERVICES OFFERED

Styles by Joanne Fortune offers a comprehensive range of professional hair and beauty styling services, including but not limited to:

- Hair styling, blowouts, and finishing
- Updos and formal hairstyles
- Braiding and natural hair styling
- Haircuts
- Bridal and wedding party styling
- Event and special occasion styling (proms, photoshoots, corporate events, etc.)
- Mobile and on-site styling services

Please note: Color services are not a standard offered service. They are available on a strictly discretionary basis and are subject to stylist assessment, availability, and approval on a case-by-case basis. Inquiries regarding color services must be made in advance.

All services are subject to availability and stylist discretion. Styles by Joanne Fortune reserves the right to refuse, modify, or discontinue any service at any time, including — but not limited to — situations involving unsafe working conditions, inappropriate or threatening client behavior, health or safety concerns, or the professional judgment of the stylist that a requested service may be harmful to the Client's hair, scalp, or skin.

3. BOOKING & APPOINTMENT POLICIES

- All appointments must be booked in advance through approved booking channels, including by phone, through the official website, or via an approved booking application.

- A valid credit or debit card is required to hold all appointments. Providing card information does not authorize a charge except as described under the Cancellation and Payment policies herein.
- Clients are expected to arrive on time for their scheduled appointment. Late arrivals exceeding fifteen (15) minutes may result in a shortened service, modification of the requested service, or cancellation of the appointment entirely, at the sole discretion of the stylist. Full service charges may still apply.
- Appointment confirmations will be sent to the Client via email or SMS using the contact information provided at the time of booking. It is the Client's responsibility to ensure that contact information is accurate and up to date.

4. CANCELLATION & RESCHEDULING POLICY

- For **non-bridal appointments**: Clients must cancel or reschedule at least forty-eight (48) hours prior to the scheduled appointment time. Cancellations or rescheduling requests made with at least forty-eight (48) hours' notice will not incur a penalty.
- For **bridal appointments**: Rescheduling is not eligible for a penalty-free exception, regardless of the amount of notice given. Once a bridal appointment is confirmed, any rescheduling request will be subject to a rescheduling fee as communicated at the time of booking. Cancellations of bridal appointments are governed by the retainer and cancellation terms set forth herein.
- Cancellations of non-bridal appointments made within forty-eight (48) hours of the scheduled appointment will incur a cancellation fee equal to fifty percent (50%) of the total scheduled service price.

- No-shows — defined as failure to arrive for a scheduled appointment without prior notice — will be charged one hundred percent (100%) of the total scheduled service price.
- Repeat cancellations or no-shows may result in a requirement for prepayment of future services or refusal of future bookings.

Styles by Joanne Fortune reserves the right to cancel or reschedule any appointment due to unforeseen circumstances, including but not limited to illness, personal emergency, or equipment failure. In such cases, the Client will be notified as promptly as reasonably possible and offered a full rescheduling option at no additional charge. No cancellation fees will be applied to the Client in such circumstances.

5. PAYMENT POLICY

- Full payment for all services is due at the time of service, unless a retainer or alternative arrangement has been confirmed in advance.
- Accepted payment methods include: cash, major credit and debit cards, Venmo, and other approved digital payment platforms as communicated at the time of booking.
- All service prices are subject to change without prior notice. However, rates quoted at the time of confirmed booking will be honored for that confirmed appointment.
- Gratuity (tip) is not included in any quoted service price and is not required. It is, however, genuinely appreciated.
- In the event of a disputed payment, chargeback, or returned payment, Styles by Joanne Fortune reserves the right to suspend the Client's ability to make future bookings pending full resolution of the dispute.

Additional administrative fees may apply in connection with chargeback processing.

6. RETAINER POLICY

- A non-refundable retainer may be required for bridal party bookings, large group appointments, or on-site and event styling services. The requirement and amount of any retainer will be communicated to the Client at the time of booking.
- Where applicable, the retainer amount will be applied toward the total cost of the service at the time of payment.
- Retainers are non-refundable under all circumstances. Retainers are automatically forfeited in the event that:
 - The appointment is cancelled within forty-eight (48) hours of the scheduled date and time; or
 - The Client fails to appear for the appointment (no-show).

7. ON-SITE & EVENT STYLING REQUIREMENTS

- For on-site event services — including but not limited to weddings, proms, photoshoots, and corporate events — a travel fee may apply based on the distance from San Diego, CA to the event location. Travel fee amounts will be disclosed at the time of booking.
- The Client is responsible for providing an adequate workspace for the stylist, including: a suitable chair, access to functioning electrical outlets, adequate lighting, and sufficient clear space for the stylist to work safely and effectively.

- A trial or consultation appointment is strongly recommended for all bridal and formal event styling engagements. Trial appointments must be scheduled and paid for separately from the event service.
- Start times for on-site event appointments are strictly enforced. Delays caused by the Client, their guests, or their event schedule may result in incomplete services. Full service charges will apply regardless of whether services were completed due to Client-caused delays.
- Styles by Joanne Fortune is not responsible for delays or access failures caused by venue restrictions, venue staff, or third-party vendors.
- A minimum service requirement — based on a minimum number of clients served or a minimum total dollar amount — may apply for on-site bookings and will be communicated at the time of booking confirmation.

8. HEALTH & SAFETY

- Clients must disclose any known allergies, scalp or skin conditions, sensitivities, or recent hair treatments (including chemical processes) before services begin. Styles by Joanne Fortune is not liable for any adverse reactions, damage, or injury resulting from the Client's failure to disclose relevant health or hair history information.
- Where a patch or strand test is recommended prior to a service, such tests must be completed at least forty-eight (48) hours before the scheduled service. The Client's refusal to complete a recommended test releases Styles by Joanne Fortune from liability for any resulting adverse outcomes.

- Styles by Joanne Fortune reserves the right to decline or pause any service if a Client presents signs or symptoms of a communicable or contagious condition, including but not limited to head lice, fungal scalp infections, or active skin conditions that pose a risk to the stylist or other clients.
- Styles by Joanne Fortune is committed to maintaining a clean, sanitary workspace and adheres to professional hygiene, sanitation, and safety standards in all service environments.

9. CHILDREN & GUESTS

- Any client under the age of eighteen (18) receiving services must be accompanied by a parent or legal guardian, who must provide verbal or written consent to the requested services prior to the appointment commencing.
- To maintain a comfortable, focused, and professional environment for all clients, additional guests accompanying the Client may be limited at the discretion of Styles by Joanne Fortune. The Company reserves the right to limit the number of guests permitted in the salon or on-site workspace at any time.

10. SMS COMMUNICATION CONSENT

- By providing a mobile phone number at the time of booking, the Client expressly consents to receive SMS and text message communications from Styles by Joanne Fortune. These communications may include appointment confirmations, appointment reminders, rescheduling notifications, promotional offers, and general service updates.

- Message frequency varies based on appointment activity and opt-in preferences.
- Message and data rates may apply depending on the Client's mobile carrier and plan.
- To opt out of SMS communications at any time, text **STOP** to cancel. For non-promotional appointment-related messages, please contact us directly to update your communication preferences.
- For assistance, text **HELP** for help or contact us at stylesbyjf@gmail.com for support.
- Styles by Joanne Fortune will not sell, share, or transfer client phone numbers or personal contact information to third parties for marketing or commercial purposes.
- SMS messages are sent through Verve, a secure messaging platform. Styles by Joanne Fortune is not responsible for delays or failures caused by carrier issues or third-party platform outages.

11. LIABILITY DISCLAIMER

Styles by Joanne Fortune provides all services with reasonable professional care and skill. However, the Client acknowledges and agrees that:

- Results may vary based on the Client's existing hair condition, history of chemical treatments, natural hair characteristics, and other individual factors beyond the stylist's control.
- Styles by Joanne Fortune is not liable for any damage to hair, scalp, or skin resulting from undisclosed information, pre-existing damage, the Client's hair history, or the Client's failure to follow post-service aftercare instructions provided by the stylist.

- Styles by Joanne Fortune is not responsible for any loss of, theft of, or damage to personal property — including clothing, jewelry, accessories, or electronic devices — left at the salon or at any on-site event location during or after service.
- In no event shall the total liability of Styles by Joanne Fortune to a Client exceed the total amount paid by that Client for the specific service giving rise to the claim.

Important Notice

Clients are strongly encouraged to disclose all relevant hair, scalp, and health information prior to services. Undisclosed information that results in an adverse outcome limits Styles by Joanne Fortune's ability to provide appropriate care and limits the Company's liability accordingly.

12. INTELLECTUAL PROPERTY & PHOTOGRAPHY

- Styles by Joanne Fortune may photograph completed hairstyles and finished services for use in the Company's portfolio, social media accounts, website, and other marketing and promotional materials.
- Clients who do not wish to be photographed, or who do not wish their likeness to be used in promotional materials, must notify the stylist before the service begins. This preference will be respected.
- By not opting out, the Client grants Styles by Joanne Fortune a non-exclusive, royalty-free license to use any photographs taken during or after the service for promotional and marketing purposes. This includes but is not limited to use on social media platforms and the Company's website.

- All photographs taken by Styles by Joanne Fortune remain the intellectual property of Styles by Joanne Fortune.

13. PRIVACY POLICY

- Styles by Joanne Fortune collects Client information — including name, contact details, and appointment history — solely for the purposes of booking, service delivery, and appointment-related communications.
- All Client data is kept strictly confidential. Client information will not be sold, rented, or shared with third parties for commercial or marketing purposes, except as required by applicable law.
- Mobile opt-in data and phone numbers collected through SMS consent will not be shared with third parties or affiliates for marketing purposes under any circumstances. This data is used solely to facilitate communications directly between Styles by Joanne Fortune and the Client.
- Clients may request the deletion of their personal information from Company records at any time by contacting Styles by Joanne Fortune directly through official booking channels.

14. AMENDMENTS TO TERMS

- Styles by Joanne Fortune reserves the right to update, modify, or replace these Terms and Conditions at any time and at the Company's sole discretion.

- Continued booking or receipt of services following the posting of any updates to these Terms constitutes the Client's acceptance of the revised Terms.
- The current and effective version of these Terms and Conditions will be made available to any Client upon request at any time.

15. GOVERNING LAW

These Terms and Conditions are governed by and construed in accordance with the laws of the State of California, without regard to its conflict of law provisions. Any disputes, claims, or controversies arising out of or relating to these Terms or the services provided by Styles by Joanne Fortune shall be subject to the exclusive jurisdiction of the courts located in San Diego County, California.

16. CONTACT INFORMATION

For questions, concerns, or requests regarding these Terms and Conditions, clients may contact Styles by Joanne Fortune through any of the following official channels:

- Via the official booking website
- By phone through the designated business line
- Through any approved booking application or platform

Styles by Joanne Fortune is committed to responding to all client inquiries in a timely and professional manner.