

Looks by Lisa Freeman - Booking Policy

***There is a \$25 booking fee for all appointments. Some services are more & the remaining balance will be due at your appointment. **Please note:** If one or more of the cancellation or no show/call policies are broken your refund is non-refundable.*

Tips before your appointment - Once you book you will receive an email confirmation with your service(s), location address & tips. **Please read this email for a smooth transport for your first visit.** If you are unfamiliar with the location, it is recommended you try & map out my location before your appointment day because there are multiple suites in our complex.

If you need to reach me the day of your appointment please do so by sending an email to hello@looksbylisafreeman.com - **DO NOT use social media to try to contact, cancel or reschedule same day as your appointment. Most likely I will not see it. Only use the email above or if you have my number you can text me. Please do not call only text.**

Cancellations & No Show - Please note that once you book I require a 24 hour cancellation notice.

As of January 2026, you will need to create an account through the website to cancel/reschedule your appointments. If you have to reschedule or cancel less than the 24 hour time frame “the website will not allow you to make changes”

If you have to reschedule or cancel less than the 24 hour time frame you will be charged 50% of your scheduled appointment fee before a future appointment can be made. This payment will not be applied to any future bookings.

**No call or no show you will be responsible for 100% of your appointment & will not be allowed to rebook. This payment will not be applied to any future bookings.

Multiple cancellations could result in denial of services and/or full payment to be paid before re-booking can take place.

**I no longer offer before or after hour appointments

Late Fee - There is no late fee but if you are more than 15 minutes late your appointment may have to be rescheduled. Please communicate first by email or text.

Videos & Pictures -

I am consistently building my brand & post regularly on social media. We capture content from the salon to share, educate & inform viewers about our services. By booking an appointment you consent to being recorded & having your image/likeness possibly be used for content on Looks by Lisa Freeman & Lisa Freeman social media outlets. However, if you prefer not to have your face visible, kindly inform me at the time of your appointment & it will not be a problem. Thank you in advance for your cooperation!

Guest & Children Policy - No extra guests or kids are **NOT** allowed in the salon suites unless being serviced. Please contact me first if this prevents you from showing up to your appointment.

Thanks for choosing me, I look forward to meeting you!

Lisa Freeman