

actaea works, ltd.



Our Mission:

Actaea Works, Ltd is committed to providing our guest with innovative experiences delivered with impeccable service.

Thank you for choosing Actaea Works, Ltd. Please take a moment to read and complete this letter. We live by our mission to provide the best possible treatments accompanied by superior customer service. Please take a moment to fill out our short survey following your treatments during any one of your visits with us. We want to ensure that we continue to provide the experiences you deserve. Allow us to be an educational resource as well as a place you look forward to visiting. Become our fan on Facebook at facebook.com/actaea and follow us on Twitter at twitter.com/actaeaworks for exclusive special events and more!

Your reservation is scheduled with one of our Junior Designers. Our Junior Designers are licensed professionals with a minimum of one year experience in hair design obtaining advanced education from Actaea Works, Ltd. We are excited to bring to you the special menu we have created for our Junior Designers. Please understand this reservation may run longer than a typical salon reservation, however, we guarantee you will be happy with the results. We hope you have an enjoyable hair design experience.

There are a few things we ask of you:

- If you are running more than 15 minutes late for your appointment, please call ahead to see if we can accommodate you, or if necessary, arrange for another appointment. If we are running late for your appointment please ask for a "20% off your next service" coupon. We do apologize for this inconvenience and hope to make it up to you!
- Please be advised that we cannot guarantee any chemical service not cared for with professional salon products (we want to ensure that you are pleased with our work and would only recommend the very best maintenance.)
- If you are ever unsure or dissatisfied with your service-please notify us as soon as possible. We're here for you and want to make sure you feel your best. Always feel comfortable to call us anytime, in addition, you can email us your feedback at comment@actaea.com
- While we certainly understand an oversight, our bank requires a \$20 fee for any returned check.
- Please observe the courtesy of canceling or rescheduling your appointments 24 hours in advance. We will do our best to accommodate your needs should an emergency arise, however we also have a strong commitment to our staff. Consequently, canceling after required notice will incur a charge of 50% of the reserved treatment or gift card. Failure to appear for a reserved appointment will incur a charge of 100% of the reserved service or gift card value being redeemed.
- Booking a reservation at Actaea Works, Ltd. is an acknowledgement of these items. Prices are subject to change without notice. Gratuity is not included in the price of our treatments.
- Please notify us of any changes to your personal information. We don't want you to miss our special events and birthday cards!

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____ Cell: _____

e-mail: _____ Birthday Month & Day: _____

We promise never to sell, rent or share your information with any third parties. You can opt out of our list at any time by emailing reservations@actaea.com

Where would you like us to confirm your reservation (please circle) work cell home email

Referred By: _____

(This special guest will be receiving a "20% off your next service" postcard in the mail for their thoughtfulness in referring us.)

LET'S CREATE A BEAUTIFUL AND VITALIZED COMMUNITY.

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For office use only:

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