



TACTICAL GROOMING

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POLICIES AND PROCEDURES

I. APPOINTMENT BOOKING REQUEST

We kindly ask that you review your desired services prior to booking to ensure you select the appropriate options. We highly encourage customers to book appointments online for a seamless experience. Any appointments scheduled with incorrect or unverifiable information are subject to immediate cancellation.

II. APPOINTMENT CONFIRMATIONS

You can conveniently book appointments with our barbers through our online booking system. Upon successful booking, you will receive an email confirmation. If you do not receive it, please double-check your entries for accuracy or contact us for assistance. Additionally, we will send you a reminder message 24 hours before your appointment to avoid any scheduling conflicts. It remains your responsibility to promptly notify us of any changes to the provided information at the time of booking. We will call to confirm the appointment of all new clients prior to scheduling, and if the appointment is not confirmed by the client, it may be subject to cancellation.



III. NO SHOW / CANCELLATION / LATE POLICY

At Tactical Grooming, we strive to provide quality service in a timely manner to all our valued clients. We understand that unforeseen circumstances can occur, and we evaluate emergencies or extenuating circumstances on a case-by-case basis.

To ensure efficient service, we kindly request a minimum of 24-hour prior notification if any changes need to be made to your schedule. We allow three grace violations for appointments rescheduled or canceled with less than 24-hour notice. However, ALL NO CALL NO SHOW appointments will be subject to a charge of up to 100% of the booked service price, even for the first offense. If we do not hear from you within 15 minutes of your appointment start time, it will be considered a NO CALL NO SHOW. All charges are subject to Tactical Grooming discretion.

Please note that if you anticipate being late, we request that you call or text (SMS) prior to the appointment to inform us. We will do our best to accommodate you once the barber is finished with their current customer. However, accommodating late arrivals will be at the discretion of the barber. If the barber has another appointment booked immediately afterward, rescheduling may be necessary. Unfortunately, if you do not arrive within 15 minutes of your appointment's start time, we will be unable to accommodate you on the same day. This is at the barber's discretion.

In the event of successive policy violations, subsequent bookings must be made via phone or text message (SMS) and require a credit card and/or debit card for scheduling. Should the protocol be observed, a complete refund will be issued if the appointment cannot take place.

IV. CLIENT MISBEHAVIOR

Tactical Grooming's employees are licensed professionals and should be treated with respect. Any act of disrespect toward our staff during a visit may result in an additional fee of up to, but not exceeding \$100. The barber reserves the right to refuse service, ban a client from the shop, or trespass them from the property if they cause discomfort, speak or act inappropriately, exhibit sexual or violent behavior, or become confrontational and/or rude towards other customers and/or staff. These measures will be enforced to the fullest extent permitted by law.

V. COMPLIMENTARY DRINKS

At Tactical Grooming, we offer a single complimentary drink upon customer request before receiving service. Paying customers over the age of 21 will be allowed a single alcoholic beverage prior to the appointment, which may not leave the building. Any paying customer may be allowed a maximum of 2 sodas during any visit.

VI. HEALTH AND SAFETY

The health and safety of our customers and staff are of utmost importance at Tactical Grooming. We adhere to all state and federal guidelines and requirements regarding health and safety measures. This includes implementing appropriate protocols, maintaining cleanliness and hygiene standards, and following any applicable COVID-19 guidelines mandated by authorities.

VII. DISPUTE RESOLUTION



We value your satisfaction and strive to address any concerns or complaints in a fair and timely manner. If you have any issues or feedback regarding our services, please contact us at contacts@tacticalgroomingsupplies.com. We will thoroughly investigate your concerns and work towards a resolution.

VIII. PHOTO AND VIDEO CONSENT

At Tactical Grooming, we respect your privacy and understand that some customers may not wish to be featured in promotional materials. Therefore, we will not capture or use any photographs or videos of customers for promotional purposes without their explicit permission. We will always notify you and request your consent before taking any photos or videos that may be used for promotional materials. If you do not wish to be photographed or recorded for promotional purposes, please inform our staff, and we will ensure your preferences are respected.

IX. CHILD POLICY

For the safety and comfort of all customers, a parent or legal guardian is required to be present during the duration of the appointment for any child under the age of 16.

X. PET POLICY

We understand that pets are beloved members of the family. However, for the comfort and safety of all our customers, we kindly request that pets not be brought into the barbershop, apart from service animals as defined by the Americans with Disabilities Act (ADA). Service animals are welcome, and we ask that you provide the necessary documentation to verify their status. Please inform us in advance if you will be accompanied by a service animal so we can ensure a pleasant experience for everyone.

XI. PRICING, PAYMENT, AND GRATUITY

Our pricing is transparent and competitive. Please note that we impose a 3% surcharge for credit card payments to offset the fees incurred by the business. This surcharge does not apply to debit card payments. Taxes are applicable to products and are not required for services. Tips are not required but encouraged to show appreciation for excellent service.

XII. MARKETING TO CUSTOMERS

At Tactical Grooming, we may occasionally offer discounts and promotions to our valued customers. These discounts and promotions may be communicated through various channels, including email, SMS, social media, or in-store signage. By providing your contact information, you consent to receive these communications and be informed about exclusive offers, limited-time promotions, and special events. We respect your privacy and will not share your information with third parties for marketing purposes without your consent. You may opt out of marketing communications at any time by contacting us or following the unsubscribe instructions provided in the communication.

XIII. NO FAULT APPOINTMENT DELAY

At Tactical Grooming, we understand the importance of providing prompt and efficient service to our valued customers. We strive to ensure that your appointments are honored as scheduled. However, we also recognize that unforeseen circumstances may arise that could result in appointment delays.



If, by chance, our barber is running late for your appointment, we have implemented a policy to address any inconvenience caused by the delay. We take full responsibility for any delays beyond our control and offer the following options to compensate for the inconvenience:

Discount for Delay: Upon your request, we will provide a discount for the delay in service. The discounts applied will be based on the duration of the delay, as follows:

15 minutes: 10% discount

30 minutes: 25% discount

45 minutes: 50% discount

60 minutes: 100% discount (complimentary service)

Rescheduling: If the delay is expected to exceed 60 minutes, we will promptly inform you via call or text message, providing an estimated time when we will be able to provide the service. In such cases, we understand that rescheduling may be necessary. We will make our best efforts to assist you in securing a new appointment at no cost.

Please note that the "No Fault Appointment Delay" policy applies only to delays caused by factors beyond our control, such as unforeseen circumstances or emergencies. This policy does not cover delays resulting from rescheduled appointments or changes requested by the customer.

We apologize for any inconvenience caused by the appointment delays and appreciate your understanding. Our goal is to ensure your satisfaction and provide the best service possible.

Thank you for reviewing and adhering to these policies. Should you have any further questions or require clarification, please do not hesitate to contact us.

