

Welcome to Sandalwood Salon and Spa!
We are so honored you chose us to take care of you!
Here are a few things to know that will make your experience
even more enjoyable:

CONTACTS

Phone or Text: 360-647-5046.

Email: sandalwoodsalonspa@me.com

Mail: 114 W. Magnolia St. #103 Bellingham, WA 98225

HOURS

- Our regular hours of operation are Monday-Friday 9-7, Saturday 9-6 and Sunday 11-2.
- We do offer after-hour appointments but please note that our outside doors automatically lock outside of our normal hours and you will need to call the salon or tap on the window when you arrive to be let in.

PARKING-

- FREE parking! There are 7 spaces in the parking lot behind our building on Commercial- (only the first 7 stalls, if you park anywhere else in the lot you will be ticketed/towed) There is a 2hr. limit on these spaces and if you get one of them you must sign in on the clipboard just inside the door of the Commercial Street entrance with your name, make, model and license plate #.
- Paid Street and Parking Garage hours are Mon-Sat 11am-6pm
Rates: \$1.50 per/hr for first 2 hours. Hours 3 and 4 are \$2.00 per/hr and hours 5-6 are \$3.00 per/hr.
- The bottom floor of the Parking Garage on Commercial St. is for public use and is just a ½ block away.
- The closest designated handicap parking is on W. Champion-turn left off of Commercial otherwise any space is free with a handicap permit.

CANCELLATION POLICY

Please know at Sandalwood you and your appointments are very important to us and our livelihood. If you need to change your service type or cancel your appointment we would be grateful for at least a 48 hour notice. This will ensure we have time to offer your space to other clients looking to visit us **and to avoid a 50% cancellation fee** or an upfront booking fee requirement for your future appointments.

BOOKING POLICY

Some services or large group bookings may require a 50% pre-payment.

Children are welcome at Sandalwood Salon and Spa. However, for the relaxation and rejuvenation of all our guests and the safety of your little loved ones, please arrange for care for them during your appointment. You need a break too! Caregivers are welcome to join you at the salon.

GUARANTEE – If you are dissatisfied with your service we require that you contact us within seven days of the initial service date. We do our best to accommodate all of our clients and wish to promptly resolve any concerns with your service.

WHEN ARRIVING FOR YOUR HAIR APPOINTMENT:

- First time Haircut- please arrive with your hair laying how you normally style it
- Dry Haircut service- This service is only for existing clients. Plan to arrive with clean hair styled in your normal fashion- no ponytails or hat/head please, minimal product is ok.
- Curly hair cut- If you have naturally curly hair that you usually wear curly please arrive with your hair dried and styled in its curly state.
- Getting your hair colored? Please arrive with dry cleanish hair.
- We offer one complimentary Clean-up between your regular full cuts. This service is only for a quick touch for bangs or hairline or debulking. Please arrive with clean styled hair.

WHEN ARRIVING FOR YOUR FIRST MASSAGE APPOINTMENT:

Please be sure you have filled out an intake form, link is available at the top of our home webpage at sandalwoodsalonandspa@me.com

WHEN ARRIVING FOR YOUR NAIL APPOINTMENT:

- When scheduled for a pedicure bring your own flip flops, we do have disposables but they aren't great for walking very far in.
- Be sure to schedule more time for gel polish removal and addition because they require more time.

PRODUCT PURCHASES

- If we are out of an item you want to purchase please know you are welcome to pre-purchase at 10% off and we will call you when it arrives. We typically place an order every 2 weeks.
- If you do order aveda products online be sure to do it from our shop Aveda link on our Homepage and credit your referral to your service provider.
- You may return an item within 30 days of purchase for a refund applied to your credit card or you can apply it to a future purchase.
 - Did you know Aveda makes not only amazing plant derived hair care? They also offer skin care, body care, and air care. We also offer a large selection of Jane Iredale make up, Coala sunscreen products and Dazzle Dry nail products.

REFERAL REWARDS

Love what we do, tell your friends and get rewarded! Your friend will receive \$20 off their first service and you will receive \$25 off of a product purchase.