

## **Moxie's Policies**

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Moxie Hair and Body requires credit card or debit card to hold reservations for services.

### **Gift Certificates:**

Gift Certificates for Services at Moxie Hair and Body do not expire.

### **Store Credit:**

Store credit expires after 3 years and we must have record of purchases in our system

### **Cancellation Policy:**

Here at Moxie our time and your time is valuable to us. The reservation made especially for you at Moxie Hair and Body is imperative to our team. We realize and understand that sometimes schedules have to be altered, we kindly require a 24 hour notice for cancellations. Please understand without a 24 hour notice, our team misses opportunities as well as other guests of Moxie Hair and Body.

Our appointments confirmations are sent 24-48 hours before your appointment to ensure enough time to adjust appointments if necessary. Because appointments are reserved especially for our guests, cancellations fees do apply.

Cancellation fees do apply to guests that cancel within 24 hour notice or do not show up for their appointments completely. Moxie reserves the right to charge, a credit/debit card on file, for "no show" and or cancelling within 24 hours of the reservation.

### **Fees for No Shows:**

A 100% charge of the reserved service will be charged to the client card on file

### **Fees for Cancellation within 24 hours:**

A 50% charge of the reserved service will be charged to the clients card on file.

## **Privacy Policy**

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### **Information we gather:**

The following information is gathered from our transaction processing website, salonbiz.com, visitors:

IP address, user account information when applicable, site visitation information, page views, browsers used and browser capabilities and site search queries. We also collect and retain any information submitted to our organization via the contact and other forms located in the site.

### **How we use the information we gather:**

To process transactions. Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased service requested by the customer.

The information collected on salonbiz.com is to enhance your visitor experience. Our information is not shared with any parties outside of Neill Technologies and its parent company, Neill Corporation. SalonBiz.com makes use of Google Analytics for site traffic reporting.

### **The people that are given access to this information:**

Your personal information is accessible only by designated Neill Technologies employees including sales, training, support and administrative staff. In limited cases, personal information may be visible to our designated web service provider but that information is only related to site functionality. No individual account information such as payment history, billing information or other sensitive information is stored on this site or accessible by any third party.

### **The security measures we have in place to protect your personal information:**

To safeguard your personal information, we have implemented secure page logins and locked user accounts to email addresses so that any attempt to access login information cannot be sent to no-authorized parties.

### **Online Privacy Policy Only**

This on-line privacy policy applies only to information collected through our transaction processing website, salonbiz.com, and not to information collected off-line.

By using our site, you consent to our privacy policy.

If we decide to change our privacy policy, we will post those changes on the page.