

THE LOC NETWORK
Updated Policy Agreement Effective 2023

Smoking: Smoking is strictly prohibited in or around property.

Hygiene/Hair preparation: Retightening and Sisterlocks Establishment clients agree to wash their hair 24-48 hours before scheduled appointment and be free of any oils, grease or conditioners unless shampoo service is provided. Consultant holds the right to refuse service to a client that shows any signs of abnormal scalp conditions.

Payment/Booking Fees: The Loc Network may accept Cash, various Money App services, and/or Credit /Debit cards as a form of payment for retightening or to purchase merchandise, however a \$3.00 charge will incur for some monetary apps. A booking fee of a portion or half the amount is required when booking select services (Your deposit confirms your date). A booking fee for all Establishments should be paid either by money order, cashiers check or cash. Payment in full is due before the session begins. No refunds on booking fees or services rendered unless approved by the Consultant.

Pricing: Each consultant will determine individual pricing for their business. Please consult with your designated Consultant

Late/Tardy: Please be on time! Client understands that if 16 minutes late, a late fee of \$35+ will be added to your service (no exceptions). If client is 30 minutes late, the consultant holds the right to cancel the appointment. **If you are early for your scheduled appointment please wait in your vehicle until the scheduled appointment time and your Consultant will contact you.** The consultant reserves the right to determine on a case by case basis the validity of tardy/late arrivals for fee assessments.

Cancellations/Rescheduling: Clients will give a 48 hour advance notice if they need to reschedule or cancel their appointment. Cancellations and rescheduling should be done online or by contacting the admin or Consultant.

No Call - No Shows: No Call - No Shows will be responsible for the service that was missed and client will no longer be able to schedule with The Loc Network until payment is rendered. An invoice will be sent via email and due upon receipt.

Guests: Only the client that is being serviced will be allowed in the studio. If the client is a minor, a parent or guardian is welcomed to stay in their vehicle due to limited space. Per agreement between consultant and the Sisterlocks™ brand, no one can legally observe consultant while performing a Sisterlocks service.

Transfer clients/Not in-Network: Is defined as a person that has not had their Sisterlocks established or currently maintained by "The Loc Network" which is exclusive only to: *Loc Innovations, LLC (Flo Davis), My Lotus Locs, LLC (Alycia Wells), Exquisite Locs (Kimbley Earby), and their designated pod of Consultants* or have not been serviced by our network within 8-12 weeks. **Clients under these designations will be considered a transfer client and will pay the transfer rate.** For a person to be considered current with The Loc Network or an "in network" Sisterlocks client, they must have two consecutive TIMELY appointments completed with the consultants listed.

New Loc Establishments: All establishments are scheduled in 8 to 10 hour increments on each day. Establishment clients are asked to not schedule any other activities on that day. It is highly recommended that clients bring all meals, snacks and beverages. The maximum time allotted for breaks in a 8-hour increment is 60 minutes cumulatively.

Scheduling appointments:

- All appointments should be scheduled before you leave the building.
- Clients may be allowed to schedule up to 2 consecutive appointments at a time. This allows for fairness and availability with scheduling.
- Once the client leaves the building, it is the responsibility of the client to schedule all appointments with the admin. No reminders will be sent.
- Client understands that if past the recommended retightening time, addtl cost for services will accrue and scheduling may not be available with the current consultant.
- **If you are unable to schedule with your current consultant, please schedule with one of our "in network" Loc Providers or Training/Mentoring Practitioners.**

Training Facility: The Loc Network is a training/mentoring facility for New Qualified and Seasoned Certified Loc Consultants. There will be times where observation of services are performed as a part of our educational program. Clients are also requested on occasion to allow for hands-on training with strict supervision by the Lead Loc Consultant. Clients may also choose to schedule all loc appointments (at a lower paying rate) with any Qualified or Certified Loc Consultant. ***If clients wish to NOT participate, recommendations include finding another Consultant within network if available or visiting the web for a new loc provider*.**

Method of contact: Clients agree that all correspondence concerning upkeep, hair maintenance and scheduling availability will be done through text, email or phone call during working business hours of your consultant.

Loc Maintenance: Clients agree that ALL locks require regular maintenance and it is not recommended to go longer than 6 weeks without a retightening for smaller sized locs. Additional charges will apply to clients that have gone more than 7 weeks without maintenance. **However, Your consultant will determine your retightening schedule as hair growth and maintenance may vary.**

Sisterlocks/Microlocks Establishment Quote: Price quoted during a consultation will be valid for a minimum 45-60 days.

In case of illness: If a client is ill, at any stage, you should reschedule. If a client exhibits signs/symptoms of illness you will be asked to leave salon premises immediately. Must be free from symptoms at least 24-48 hours before returning or provide a physician's note.

Photos: The Loc Network reserves the right to take photographs of our work for advertisement and demonstrative purposes. Photos and videos may be posted with each company's official watermark image, hashtag and name handle on the world-wide-web and social media sites and may be used in subsequent years. No monetary consideration shall be paid.

Social Media: Clients will **REFRAIN** from making public on any social media platform any perceived negative business and personal matters involving *Fleurette (Flo) Davis/Loc Innovations, LLC; Alycia Wells/My Lotus Locs; Kimbley Earby/Exquisite Locs; and all training/mentoring consultants affiliated with The Loc Network.*
Positive testimonials and/or photos of services will be the only exceptions.

Note: The Loc Network reserves the right to make changes to all prices and business structure without notification. All Rights Reserved. Any photographs contained on www.thelocnetwork.com or FB or IG pages for The Loc Network are the property of the businesses affiliated therein and are protected by US and International copyright laws.

RECEIVED THIS NOTICE AND VERBAL DESCRIPTION OF THIS NOTICE _____ / _____ (SIGN)

CLIENT IS IN FULL AGREEMENT TO ALL TERMS. THIS NOTICE IS ALSO LOCATED ONSITE AND ONLINE.