CRISTIANA SALON SPA

Guest Code of Conduct

Elevated Care for You and Your Hair

Our Commitment to Mutual Respect

At Cristiana Salon Spa, we are committed to providing an elevated salon and spa experience rooted in exceptional service, professionalism, kindness, and mutual respect.

We believe every guest deserves to feel welcomed, valued, and cared for. Equally, every member of our team deserves to work in an environment where they are treated with dignity and respect.

To preserve this experience for everyone, we have established the following Guest Code of Conduct, which applies to all guests, visitors, and individuals interacting with our team, management, or ownership, whether in person, by telephone, through electronic communication, or on social media.

1. Respectful Communication

We welcome questions, feedback, and constructive conversations. We recognize that guests may occasionally experience disappointment, frustration, or disagreement with our policies, services, or business decisions.

However, disagreement does not justify disrespect.

Abusive language, personal insults, intimidation, harassment, threats, or deliberately demeaning remarks directed toward any member of our team, management, or ownership will not be tolerated.

You are welcome to disagree with a decision. You are not entitled to mistreat someone because of it.

2. Professional Boundaries & Business Decisions

Cristiana Salon Spa reserves the right to make operational, staffing, scheduling, and business decisions in the best interests of our organization, employees, and guests.

While we understand that changes may be disappointing, certain decisions involve confidential matters that cannot and will not be discussed publicly.

Our team members are not responsible for explaining, defending, or justifying internal business decisions.

Disparaging remarks, personal attacks, or attempts to intimidate employees regarding decisions outside their control are unacceptable.

We respectfully ask that guests recognize and honor these professional boundaries.

3. Courtesy Toward Our Team

Every member of our team, from our newest Protégé to our most experienced service provider, deserves the same level of courtesy and consideration.

Guests are expected to:

- Communicate respectfully, even when expressing dissatisfaction.
- Refrain from yelling, insulting, threatening, or belittling team members.
- Respect professional boundaries and reasonable requests made by management.
- Avoid confrontational behavior that disrupts the experience of other guests.
- Address concerns constructively and allow our team an opportunity to respond professionally.

No employee should ever feel obligated to tolerate mistreatment as a condition of providing exceptional service.

4. Feedback, Concerns & Service Expectations

We value guest feedback and welcome the opportunity to address legitimate concerns regarding services, experiences, and salon policies.

We ask that concerns be communicated calmly, respectfully, and through appropriate channels.

Our willingness to listen, investigate, or offer a resolution should never be mistaken for an obligation to accommodate unreasonable demands or tolerate inappropriate behavior.

We will make every reasonable effort to address concerns fairly and professionally, consistent with our established policies.

5. Guest Loyalty & Continued Patronage

We sincerely appreciate the relationships we have built with our guests, including those who have supported Cristiana Salon Spa for many years.

However, **the length of a guest relationship, frequency of visits, or amount spent within our business does not exempt anyone from our standards of conduct.**

We respect every guest's right to choose where they receive their services, just as we reserve the right to determine whether a professional relationship remains appropriate for our business.

Mutual respect is a fundamental expectation, not a privilege reserved for some.

6. Zero Tolerance & Right to Refuse Service

Cristiana Salon Spa reserves the right to refuse or discontinue service, cancel existing appointments, decline future bookings, or permanently revoke salon privileges when a guest engages in behavior that violates this Code of Conduct.

Depending on the nature and severity of the behavior, action may be taken without prior warning.

Conduct that may result in immediate termination of the guest relationship includes, but is not limited to:

- Verbal abuse, threats, harassment, or intimidation.
- Personal attacks or intentionally degrading remarks toward employees, management, or ownership.
- Repeatedly hostile or confrontational interactions.
- Discriminatory or sexually inappropriate conduct.
- Refusal to comply with reasonable salon safety or conduct policies.
- Behavior that compromises the safety, dignity, or well-being of our team or other guests.

Any decision to restrict or discontinue guest services will be made at management's discretion, consistent with applicable law and without unlawful discrimination.

Our Promise

At Cristiana Salon Spa, exceptional care is more than a standard of service. It is a reflection of the environment we strive to create every day.

We will continue to treat our guests with kindness, compassion, professionalism, and respect, and we expect those same values to be extended to our team.

We will always value our guests, but never at the expense of the dignity, safety, or well-being of our employees.

Thank you for helping us maintain an environment where everyone feels respected, appreciated, and welcome.

Cristina Manwell
Owner | Cristiana Salon Spa

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