

A woman with long, wavy blonde hair, seen from behind, stands in a bright room looking out a large window. She is wearing a long, white, off-the-shoulder dress. The window looks out onto a lush garden with various green trees and plants. The scene is bathed in soft, natural light.

YOUR FIRST VISIT

WWW.WILLOWANDRAYNE.COM



Hello there!

My goal is to ensure your experience feels seamless and stress-free from the very beginning. To help, I've created a New Guest Resource Guide with everything you need:

- ✓ What to Expect
- ✓ Parking & Arrival Info
- ✓ FAQ

Check out the guides here, and if anything changes, you'll receive a email from me. Looking forward to seeing you soon!

A handwritten signature in black ink that reads 'Nikki'.

Nikki Browning
Owner & Lead Stylist

What to Expect...



Here's what to expect during your first visit:

In-Depth Consultation

We'll take time to talk through your hair history, long-term goals, maintenance expectations, and any concerns. Together, we'll create a clear, strategic plan — whether that means dimensional blonde, seamless extensions, or enhancing and softening your natural grey.

A Calm, Private Setting

Your appointment is one-on-one and unrushed. You'll have a quiet, comfortable space where you can relax, ask questions, and feel completely at ease.

Customized, High-Level Service

Every formula, placement, and technique is chosen intentionally — based on your lifestyle, hair density, and the result you want both today and six months from now.

Professional Guidance

You'll receive honest recommendations, education on maintaining your color or extensions, and a clear plan moving forward so you always know what to expect next.

Parking & Arrival

🚗 Parking:

We have four designated spots located on the left side near the cement wall in the back alley. Please park in one of these spaces when you arrive.

🕒 Arrival Guidelines:

- ✓ Please do not enter the salon more than 5 minutes before your appointment time, as I may still be with another client.
- ✓ If anything changes with your appointment, you will receive a text from me beforehand.
- ✓ **If you arrive early and would like to start sooner, you can wait in your car and send us an email: hairbyniklo@gmail.com**



FAQ



“How long will my appointment take?”

Most appointments for new clients typically range from 2 to 4 hours, depending on the service



“What payment methods are accepted?”

I accept cash, credit, debit, and Afterpay as payment options; however, please note that exact change is not kept on hand for cash payments



“How often will I come back for services?”

Pre-booking can be done in person during your appointment or online for your convenience. Most of our guests schedule their next visit every 6–8 weeks to maintain their look





After Your First Appointment

Once you've had your first visit, you'll gain access to my online booking link for returning clients. From there, scheduling future appointments will be quick and easy!



QUESTIONS / RESCHEDULING? –
REACH OUT ANYTIME AT HAIRBYNIKLO@GMAIL.COM.
WE'RE HERE TO HELP!

I CANT WAIT TO SEE YOU!

I'm honored to be part of your hair journey. My goal is to create a clear, intentional plan tailored to your lifestyle, your hair goals, and the level of maintenance that works for you. Whether you're enhancing your blonde, softening natural grey, or adding fullness with extensions, every appointment is thoughtfully designed — so you leave confident and fully taken care of.

Your experience doesn't end in the chair. I'm here to guide you in maintaining healthy, beautiful hair between visits — with clear recommendations and long-term direction.

Nikki Browning
Owner & Lead Stylist
Willow & Rayne

✉ Questions? Email Nikki at
hairbyniklo@gmail.com

🌐 Visit my website: WillowAndRayne.com

