

ManeStream FAQ

PAYMENTS

Does every provider have different prices?

No. While our providers are freelance professionals we do our best to keep reasonable yet competitive set pricing beneficial for both the client and the Beauty Pro! *Prices may be subject to change.

How do you pay?

All of our transactions are done electronically so make sure you have a valid debit or credit card attached to your user profile! Make sure you keep your method of payment up to date so your Beauty Pro will always be a swipe or click away.

Can I pay cash to the provider in person?

We do not accept cash as payment because we track all of our payments electronically.

Can I tip with cash?

Yes. Tipping is not required but is greatly appreciated.

Do you have gift cards, and how can I purchase one?

Email info@manestreem.com or click the link to contact us if you'd like to purchase a gift card .A customer experience team member will be in touch with you shortly

SERVICES

What are the different services you provide?

We offer hair, makeup, nails, and massage services.

Do you service the outlying areas of Philadelphia, New York, and Miami?

Yes! If you can't find a provider in your area email us at info@manestreem.com and a Customer Experience team member will be happy to assist you!

Do you have services for women, men, and children?

Yes, we run as a full service on-location salon for men and women. We also do children's cuts and mini manis & pedis for children too.

Can I book large parties?

Yes, you can book in large groups or corporate events. If you'd like to inquire about large parties email is at [info@manestreem](mailto:info@manestreem.com) or text us in the app through the "Help" button. You can also send us a request via our web form on our site.

Can you book online or only through the App?

If you don't have a user profile / don't want to make one you can book online at www.manestreem.com using the "Book Now" button. Keep in mind that if you book through our website you won't be able to choose your provider.

I have a very busy schedule, can ManeStream come to my job?

Our providers will travel wherever you need them to go! And we are more than happy to conduct an appointment in an office setting.

Are you able to cancel an appointment once it's booked?

Yes, but if you cancel less than 24 hours before your appointment you will be charged 30% of the service price.

Do you have to book in advance or can the providers come as soon as I book?

While appointments booked with 24 hours or more are suggested we definitely can book requests same day. Please allow at least 3 hours from the time you book until the appointment time. Our Team will update you with a status for your request no later than 2 hours prior to your request time if we are unable to locate a provider.

What happens if a provider cancels on me?

If your requested provider cancel the ManeStream Team will match you with another 5-star Provider! Contact us immediately at info@manestreem.com or the "HELP" button in your app!

Do your providers go through the vetting process, since they will be coming to my home?

All of our providers are heavily vetted before we allow them to take appointments on the app to ensure top quality service and safety!

Who should I contact if I am not satisfied with my service or provider?

We value our customers and your feedback! If you are not satisfied with a service or a service provider. Please complete a contact form located on our main page of our website.

Who do I contact if I am interested in becoming a provider on the App?

Download the "ManeStream Provider" app in the Apple or Google Play Store and start filling out your profile. Also email us at providerservices@manestreem.com. Someone from our provider services department will be in contact with you in 24-48 hours.