

Payments

1. Does every provider have different prices?

Our providers are freelance beauty professionals so their prices do vary.

2. 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!

3. Can I pay cash to the provider in person?

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

4. Can I tip with cash?

Yes. Tipping is not required but is greatly appreciated.

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

Call (215) 515-3187 or email info@manestreem.com if you'd like to purchase a gift card.

Services

6. What are the different services you provide?

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

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

Yes! If you can't find a provider in your area call (215) 515-3187 and a Customer Experience Representative will be happy to assist you!

8. 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.

Booking

9. Can I book large parties?

Yes, you can book in large groups. If you'd like to inquire about large parties contact one of our Customer Experience Representatives at (215) 515-3187 or text us in the app through the "Help" button. You can also send us an email at info@manestreem.com!

10. Do you have a discount for larger parties?

If you'd like to book for a large group contact one of our Customer Experience Representatives at (215) 515-3187 or text us in the app through the "Help" button. You can also send us an email at info@manestreem.com for pricing.

11. 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.manestream.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.

12. 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.

13. 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.

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

Please allow at least 2 hours from the time you book until the appointment time.

Our Team

15. What happens if a provider cancels on me?

If your requested provider cancels the ManeStream Team will match you with another 5-star Provider! For assistance immediately contact our Customer Experience team at (215) 515-3187.

16. Do your providers go through a 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!

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

If you are not satisfied with your service or the provider please call (215) 515-3187 we always welcome feedback!

18. 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.