



## OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS Help Center

### Helpful Information for Haircutters, Hair Salons, and Barbershops

#### Common Violations To Be Aware Of:

- **Failure To Post A Refund Policy** - Businesses should post their refund policy at each register, at the point of sale, or at each entrance. Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.” Potential fine for non-compliance is \$50-500. The law: [Rules of the City of New York: Title 6 §5-37](#).
- **Failure To Clearly Mark Prices For Products** - Items offered for sale must have a clearly visible price. For most items, the price must be attached to the item or on a sign where the item is displayed. Potential fine for non-compliance is \$25-250. The law: [NYC Administrative Code §20-708](#).
- **Failure To Give A Receipt** - Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20. Potential fine for non-compliance is \$50-500. The law: [Rules of the City of New York: Title 6 §5-32\(c\)](#).
- **Failure To Post A Price List With The Types And Prices Of Services** - A price list with the types of services and the prices of those services must be displayed. The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed. If the price list states a minimum charge (e.g., “from \$...”) or states a price “and up,” it must state the reason for the different prices and include the range of prices. Potential fine for non-compliance is \$50-500. The law: [Rules of the City of New York: Title 6 §5-70\(a\)](#).
- **Failure To Have A Valid Permit To Operate A Barber Shop Under New York City and New York State Law** – Both New York City and New York State require you to have a valid and a current permit to operate a Barber Shop in New York City. Potential fine for non-compliance: \$200-2000. The law: [Rules of the City of New York §163.03](#), [NYCHC §5.04\(a\)](#), [NYCHC §3.11\(b\)](#), [NYS GBL, Chapter 28 §432](#).
  - The NYC permit application is available at: <https://www.nyc.gov/assets/doh/downloads/pdf/sbs/314c-standard-form.pdf>
  - If you need to renew your NYC permit, you will NOT be able to do so if you have outstanding fines to pay. To pay your fines online, please visit: <https://www.nyc.gov/site/finance/pay-now/pay.page>

#### Fully Participating In Your OATH Hearing:

- **English is not my first language. Can I have an interpreter at the hearing?** Yes. Free translation services are available at all OATH hearings.
- **Can I bring a witness to my hearing?** Yes, so long as the Hearing Officer allows it.
- **What evidence can I bring?** You can present ANY evidence you believe will help you and your case. This includes photographs, signed statements from individuals not present at the hearing, and video. The Hearing Officer will decide whether or not the evidence is relevant to the charges.

- **Can someone help me understand the summons(es) that I received?** Yes, OATH has a Help Center staffed by Procedural Justice Coordinators who can help explain the charges, the hearing process, potential penalties, how to correct any violations, and more!
- **What can I do if I don't agree with the Hearing Officer's decision?** When either party/side attends an OATH hearing and disagrees with the Hearing Officer's decision, the unsatisfied party has the right to file an appeal with OATH's Appeals Unit. The OATH Appeals Unit will determine whether the Hearing Officer's decision contained errors of law or fact, was based on the record, and whether the penalties imposed are supported by law.

**For Further Assistance, Please Contact The OATH Help Center In Person At Any OATH Location, Monday To Friday, From 8 AM - 5PM, Via Telephone At (212) 436-0845, Or By Email At [Smallbizhelp@oath.nyc.gov](mailto:Smallbizhelp@oath.nyc.gov).**

<b>Bronx</b> 260 E.161st Street, 6th FL Bronx, NY 10451	<b>Brooklyn</b> 9 Bond Street, 7th FL Brooklyn, NY 11201	<b>Manhattan</b> 66 John Street, 10th FL New York, NY 10038	<b>Queens</b> 31-00 47th Avenue, 3rd FL Long Island City, NY 11101	<b>Staten Island</b> 350 St. Marks Place, Main FL Staten Island, NY 10301
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