

Eloïse Beauty Vault Tattoos Appointment Policy

At **Eloïse Beauty Vault**, a division of **Eloïse Beauty Group**, every tattoo appointment is carefully scheduled to ensure each client receives the time, precision, and attention their artwork deserves. We value your time and ours. To maintain a professional and smooth experience for all clients, please review the following policies. By booking an appointment, you confirm that you have read, understood, and agreed to these terms.

1. Punctuality

Please arrive on time for your appointment. Late arrivals affect all following bookings, and if you are more than **15 minutes** late, your appointment may need to be rescheduled. In such cases, your booking fee will be forfeited, and a new booking fee will be required to rebook unless serious circumstances beyond your control occur.

2. Rescheduling

Rescheduling is permitted **only once** and must be supported by a valid reason. To retain your booking fee, at least **48 hours' notice** is required. Further rescheduling or short-notice changes will require a new booking fee.

3. No-Shows & Repeat No-Shows

Clients who fail to attend their appointment without prior notice will be considered no-shows. No-shows automatically forfeit their booking fee. Repeat no-shows or late cancellations may result in restrictions on future bookings.

4. Solo Appointments Only

To maintain a calm, hygienic, and focused environment, only the client receiving the service may enter the treatment room.

5. Booking & Deposits

- A **non-refundable booking fee of 40%** of the total procedure price is required to secure your appointment.
- Appointments are not confirmed until proof of payment is received.
- The booking fee will be deducted from the total cost of your procedure on the day of your appointment.
- If you cancel, reschedule late, or do not show up, the booking fee will be forfeited.

6. Cancellations

- Cancellations made **48 hours or more** before the appointment will not incur additional fees, but the booking fee remains non-refundable.
- Cancellations made with **less than 48 hours' notice**, or failure to attend, will result in loss of the booking fee.
- Repeated cancellations may result in refusal of future bookings.

7. Design & Preparation

- Tattoo designs are customised for each client. Once the artwork has been approved, no major changes may be made on the day of your appointment.

- Significant design revisions may require a new booking or adjustment to session length and pricing.
- Clients must arrive with healthy, unbroken skin and in a well-rested, sober state.
- Clients under the influence of drugs or alcohol will be refused service, and the booking fee will be forfeited.

8. Illness or Emergency

If you are unwell, please contact us as soon as possible to reschedule. Clients showing visible signs of illness (cold, flu, infection, etc.) may be refused treatment for safety reasons. Medical emergencies will be handled with understanding, but supporting proof may be requested before transferring a deposit to a new date.

9. Payment

- The remaining balance is due in full on the day of your appointment.
- All payments are **non-refundable** once the procedure has begun or been completed.
- Additional sessions or touch-ups are charged separately, unless otherwise stated in writing.

10. Agreement

By booking a tattoo appointment with Eloïse Beauty Vault, you confirm that you have read, understood, and agreed to this Appointment Policy. Failure to comply with these terms may result in refusal of service or loss of deposit.

Disclaimer

By confirming your appointment, you acknowledge that:

- You have read, understood, and agreed to all terms outlined in this policy and the **Eloïse Beauty Vault Tattoo Terms & Conditions**.
- You understand that tattooing is a **permanent procedure**, and results, healing, and colour retention vary by individual.
- You accept full responsibility for your decision to proceed and for following all pre- and post-care instructions provided.

Eloïse Beauty Vault, its owners, artists, and affiliates are **not liable** for allergic reactions, infections, fading, dissatisfaction with results, or complications arising from or after your tattoo session.

By proceeding with your appointment, you waive all rights to dispute, claim, or chargeback relating to design, outcome, or healing.