

Eloïse Beauty Vault Permanent Makeup Terms and Conditions

Please read carefully before booking. By confirming your appointment and/or receiving permanent makeup services with **Eloïse Beauty Vault**, a division of **Eloïse Beauty Group**, you confirm that you have read, understood, and agreed to the following terms and conditions in full.

1. Eligibility & Health

- You must be 18 years or older to receive permanent makeup services.
- You are responsible for disclosing all medical conditions, medications, allergies, and skin sensitivities before your appointment.
- Permanent makeup is not suitable for clients who are pregnant, breastfeeding, prone to keloid scarring, have uncontrolled diabetes, blood disorders, skin conditions in the treatment area, or are undergoing chemotherapy or radiotherapy.
- You must inform your artist if you have used Accutane, Retin-A, or any exfoliating treatments within the last 6 months.
- If you are unsure of your suitability, consult your doctor prior to booking.
- Eloïse Beauty Vault reserves the right to refuse treatment if contraindications are present or if it is deemed unsafe to proceed.

2. Results & Maintenance

- Permanent makeup is a cosmetic tattooing procedure, and results will vary based on skin type, age, lifestyle, medical factors, and aftercare.
- Adjustments to colour or shape may require multiple sessions. Perfection cannot be guaranteed.
- Pigment will fade naturally over time. Touch-ups are required to maintain the result.
- Exact colour tone, symmetry, and longevity cannot be guaranteed, as these depend on individual healing.
- Uneven fading or pigment retention is normal and not grounds for a refund.

3. Risks, Reactions & Limitations

- All procedures carry risks, including allergic reactions, swelling, redness, infection, unevenness, scarring, or pigment migration.
- Every precaution is taken to ensure client safety, but final results depend on your own healing process.
- By proceeding, you acknowledge that Eloïse Beauty Vault, its staff, and affiliates are not responsible for complications, allergic reactions, healing issues, or results you may be dissatisfied with.
- You understand that retention, colour, and final appearance are influenced by your skin, lifestyle, and aftercare.

4. Aftercare

- Detailed aftercare instructions will be provided after your procedure.
- It is your responsibility to follow these instructions to support proper healing.
- Failure to follow aftercare may lead to poor results, premature fading, or infection, for which Eloïse Beauty Vault accepts no responsibility.
- Additional sessions required due to poor healing or neglected aftercare will incur extra charges.

5. Payments, Cancellations & Refunds

- A non-refundable booking fee of **40%** is required to secure your appointment.
- No payment = no booking.
- Cancellations or rescheduling with less than 48 hours' notice will result in loss of the booking fee.
- Arriving more than 15 minutes late may result in cancellation and forfeiture of your booking fee.
- Remaining balances must be paid in full on the day of the procedure.
- Due to the nature of permanent makeup, **no refunds** will be provided once the procedure has been carried out.
- Touch-ups are charged separately unless stated in writing.

6. Consent & Acknowledgement

By booking and undergoing treatment, you confirm that:

- You have read, understood, and agree to all terms and conditions.
- You understand the nature of permanent makeup, including risks, limitations, and possible complications.
- You have disclosed all relevant medical information truthfully.
- You understand that results are not guaranteed and that you proceed voluntarily.
- You consent to before-and-after photographs for internal records.
- You release Eloïse Beauty Vault, its owners, staff, contractors, and affiliates from liability relating to allergic reactions, infections, pigment changes, healing issues, or undesired outcomes.
- Any medical concerns after the procedure are your responsibility and should be addressed with a licensed healthcare professional.

7. Legal & Compliance

- All procedures are performed according to South African health, hygiene, and safety regulations.
- Tools and equipment are sterilised or single-use.
- Eloïse Beauty Vault reserves the right to refuse service at our discretion.
- By accepting these terms, you waive any right to dispute, chargeback, or claim regarding treatment results or healing outcomes.

8. Important Note

- Permanent makeup is a cosmetic tattoo and will fade over time. Maintenance is required.
- Individual results depend on factors such as skin chemistry, pigment retention, and aftercare.
- Eloïse Beauty Vault provides no guarantees or warranties—express or implied—regarding longevity, symmetry, or perfection of results.