

## **Eloise Beauty Vault Permanent Makeup Appointment Policy**

At **Eloise Beauty Vault**, a division of **Eloise Beauty Group**, every appointment is carefully scheduled to ensure our clients receive the highest standard of service and attention. 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. 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 have occurred.

### **2. Rescheduling**

Rescheduling is allowed once and must be supported by a valid reason. To keep your booking fee, a minimum of 48 hours' notice is required. Any further rescheduling or late changes will require a new booking fee.

### **3. No-Shows & Repeat No-Shows**

Clients who do not attend their appointment without prior notice will be marked as a no-show, and the booking fee will be forfeited. Repeat no-shows or late cancellations may lead to restrictions on future bookings.

### **4. Solo Appointments Only**

To maintain a calm, hygienic, and focused environment, only the client receiving treatment may enter the treatment room. Our studio is not child-friendly, and we appreciate your cooperation in keeping the space peaceful for all clients.

### **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 has been received.
- The booking fee will be deducted from your final service cost on the day of your appointment.
- If you cancel, reschedule late, or do not attend, 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 the loss of your booking fee.
- Repeated cancellations may result in refusal of future bookings.

### **7. Touch-Up Appointments**

- Touch-ups are not included in the initial service price unless stated in writing.
- A separate appointment must be booked within the timeframe advised by your artist.
- Touch-ups booked after the recommended period will be charged at full or adjusted rates.

## 8. Illness or Emergency

If you are unwell, please contact us as soon as possible to reschedule. Clients showing visible signs of illness 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

Final payment must be made on the day of your appointment using approved payment methods. All payments are non-refundable once the procedure has been completed.

## 10. Agreement

By booking a permanent makeup service at Eloise Beauty Vault, you confirm that you have read, understood, and agreed to this Appointment Policy. Failure to follow 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 in this policy and the Eloise Beauty Vault Permanent Makeup Terms & Conditions.
- You understand that permanent makeup is a cosmetic tattoo procedure, and results, healing time, and colour retention vary by individual.
- You accept full responsibility for your decision to proceed and for following all pre- and post-care instructions.

Eloise Beauty Vault, its owners, artists, and affiliates are not liable for allergic reactions, infections, pigment fading, dissatisfaction with results, or complications arising during or after your procedure. By proceeding with your appointment, you waive all rights to dispute, claim, or chargeback relating to service outcomes or personal healing.