

Eloïse Beauty Vault Piercings Terms and Conditions

Please read carefully before booking. By confirming your appointment and/or receiving piercing 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

- Clients must be **18 years or older** to receive piercing services.
- Minors under 18 require a **parent or legal guardian** present, with valid identification for both.
- You are responsible for disclosing all medical conditions, allergies, medications, or skin sensitivities prior to treatment.
- Piercing services cannot be performed on clients who are pregnant, breastfeeding, have active skin infections, keloids, uncontrolled diabetes, or are under the influence of drugs or alcohol.
- Inform your piercer if you are taking **blood thinners, antibiotics**, or have a history of allergic reactions to metals (nickel, titanium, surgical steel).
- **Eloïse Beauty Vault** reserves the right to refuse service if any condition may compromise safety or healing.

2. Procedure & Results

- Piercings are performed using **sterile, single-use equipment** in accordance with South African health and safety standards.
- Healing and final appearance vary for each individual. Minor swelling, redness, or tenderness is normal in the days following the procedure.
- **Eloïse Beauty Vault** does not guarantee healing time, piercing placement symmetry, or individual tolerance.
- Outcomes depend on anatomy, jewellery choice, and adherence to aftercare.

3. Risks & Limitations

- Piercings carry inherent risks including infection, irritation, migration, rejection, allergic reactions, scarring, or prolonged healing.
- While precautions are taken to ensure safety and hygiene, **Eloïse Beauty Vault**, its staff, and affiliates are **not liable** for complications or undesired results.
- Improper aftercare, jewellery changes, or environmental exposure can affect healing; clients accept full responsibility for results.

4. Aftercare

Proper aftercare is essential for safe healing and long-lasting results. Written aftercare instructions will be provided.

General Guidelines:

- Avoid touching or twisting the piercing unnecessarily.
- Wash hands before cleaning the area.
- Clean twice daily using saline solution or as instructed by your piercer.
- Avoid alcohol, hydrogen peroxide, or harsh cleansers.
- Do not remove or replace jewellery during the initial healing period.

- Avoid swimming, saunas, or submerging the piercing for at least 2 weeks.
- Avoid makeup, lotions, or sprays near the piercing site.
- Healing times vary, typically **6–12 weeks**, depending on the piercing and your body's healing rate.

Eloïse Beauty Vault is not responsible for irritation, infection, migration, or scarring caused by improper care or external factors beyond our control.

5. Jewellery & Materials

- Only **high-quality, sterile, hypoallergenic jewellery** is used for initial piercings.
- Jewellery changes, upgrades, or replacements are performed at the client's request and are charged separately.
- Clients who bring their own jewellery do so at their own risk. **Eloïse Beauty Vault** is not liable for reactions or complications caused by non-approved materials.

6. Payments, Cancellations & Refunds

- A **non-refundable booking fee of 40%** of the total service price is required to secure your appointment.
- Cancellations or rescheduling with less than **48 hours' notice** will result in forfeiture of the booking fee.
- Arriving more than **15 minutes late** may result in cancellation and loss of the booking fee.
- All balances must be settled in full on the day of your appointment.
- Due to the personal and hygienic nature of piercing services, **no refunds** are issued once the procedure is completed.

7. Consent & Acknowledgement

By booking and undergoing a piercing, you confirm that:

- You have read, understood, and agreed to all terms and conditions in this document.
- You are aware of the nature of the procedure, potential risks, healing timelines, and aftercare requirements.
- You have disclosed all relevant health and medical information accurately.
- You understand that healing and results vary and proceed at your own risk.
- You consent to before-and-after photographs for record-keeping.
- You release **Eloïse Beauty Vault**, its owners, staff, contractors, and affiliates from liability for allergic reactions, infections, scarring, rejection, or dissatisfaction arising from or after the procedure.
- Any medical care required post-procedure is your sole responsibility.

8. Legal & Compliance

- All services comply with South African health, hygiene, and safety regulations.
- All tools are sterilised or single-use disposable.
- **Eloïse Beauty Vault** reserves the right to refuse service at its discretion.
- By accepting these terms, you waive any right to dispute, claim, or chargeback related to healing, placement, or satisfaction.

9. Important Note

- Body piercings are a semi-permanent body modification requiring proper care to heal successfully.
- Healing times, comfort, and final results vary between individuals.

- **Eloïse Beauty Vault** makes no guarantees or warranties—express or implied—regarding the outcome, healing time, or permanence of any piercing.