

## Booking & Cancellation Policy

Each client's appointment is very important to us. We take great care to ensure scheduling is handled efficiently so that our clients receive the level of service and professionalism that they deserve when they book with us.

### Cancellations

We understand that sometimes situations come up that require you to change your plans. If you must cancel or reschedule your appointment, we require that you notify us at least **48 hours** in advance. This helps us protect the time of our staff and our clients, and ensures that we can continue to deliver upon our promise of exceptional service.

Cancellations and rescheduled appointments without **48 hours** notice will incur a loss of your **booking fee**. Missed appointments ("no-shows") will be charged **100% of the service price**. This fee is non-refundable and can not be put toward any future services.

### Lateness

We understand that you have a busy schedule, and allow a grace period of **15 minutes** after your scheduled appointment time. If you are more than **15 minutes** late to your appointment, we may need to reschedule your appointment to accommodate your service(s). If we do not hear from you within **15 minutes** after your scheduled appointment start time, your appointment will be considered a "no-show" and you will be charged **50% of the service total**.

### Booking Fees

All of our appointments require time and preparation to accommodate. This booking fee is non-refundable

### Vouchers

Gift Vouchers are non-refundable and carry an expiration date. Vouchers that have expired are no longer valid under any circumstances. **It is your responsibility to check this.**

### Agreement

By **booking an appointment**, you acknowledge that you have read and understood our booking, cancellation, and fee policy and agree to be bound by the terms and conditions stated above. Please note that we also reserve the right to rearrange your appointment without prior notice should any unforeseen circumstances arise.

### Artwork & Touch Ups

We reserve the right to refuse to design and/or tattoo any artwork deemed offensive, distasteful or against your artist's discretion. Please be aware of this before booking, as you may risk losing your booking fee. Please also be aware that you will be charged for any touch ups or recolours required.