

HOUSE OF HORRORS TATTOO COMPANY

PROFESSIONAL EXPERTISE WITHOUT ATTITUDE



The following is in consideration of booking a Tattoo at House Of Horrors Tattoo Company or its affiliates.

DEPOSITS AND APPOINTMENTS

Terms and Conditions of our deposits policy and how to cancel or change your appointment

All appointments require a deposit, meaning no appointment date will be held or given until a predetermined deposit has been paid in full. The deposit can be made by cash, through paypal, bank transfer or via a secure online link.

We will only take receipt of a deposit once the relevant Artist has agreed to take on your idea(s) and both parties agree upon a procedure date.

Please never leave a deposit without receiving an appointment offer, this may be made verbally but will always be sent through email. On or soon after receiving your deposit you will be sent a booking confirmation email, this will act as a receipt and will contain all information regarding your appointment as well as lots of useful literature for you to look over prior to your appointment date.

All deposits are non-refundable under any circumstance, however, they may be transferred to a later date should you need, subject to sufficient notice being given.

We reserve the right to retain your deposit and in some cases refuse to give our services for the following reasons

- You decide you no longer wish to be tattooed at HoH
- You give insufficient notice to reschedule your appointment
- You fail to attend your appointment
- You arrive over 1 hour late without prior notice
- You arrive under the influence of alcohol or drugs
- You decide you wish to change the idea of the tattoo agreed upon when booking
- You display undesirable behaviour towards our team or customers in person or online at any time.
- You have sunburn or other significant damage to the area of skin to be tattooed

If your deposit is retained and you wish to arrange a new appointment you will be asked to start the booking process again and will be required to leave a new deposit.

The Deposit

There are three types of deposit, a standard, rolling and flexible. The type of deposit we require from you will be discussed when arranging your appointment and will be confirmed in your booking confirmation email.

- **STANDARD** - A standard deposit is the most common type of deposit and is required for the majority of appointments. This type of deposit will be deducted from the amount due at the end of your session and is £70
- **ROLLING** - A rolling deposit is required for large pieces, such as sleeves or designs which require multiple sessions. £100 will be required on booking in your first session but will not be deducted after each session rather it will be retained and rolled over to the subsequent sessions. The deposit will be deducted from the total of your final session so long as your sessions are no longer than 6 months apart. If you fail to arrange an appointment within 6 months of your last appointment the full deposit will be retained and you will be required to restart the booking process.
- **FLEXIBLE** - A flexible deposit follows the same principles as STANDARD with the option to use the flexibility of ROLLING. The difference here is that it is your choice to roll over all or part of your deposit to future appointments. If you do wish for us to hold a deposit an appointment must be made within 6 months of your last to avoid the retention of said deposit.

You are welcome to leave larger deposits or even top up those which are already in prior to your appointment to help spread out the cost. If you do wish to do this however you should be aware that the deposit T's & C's still apply and in the event we decide to retain your deposit we will do so of the amount we require and not what you elected to give. Moreover, the remainder of the deposit will be returned to you in the form of a gift voucher.

If You Cannot Make Your Appointment

If you cannot make your appointment for whatever reason or you simply wish to reschedule this can in most cases be accommodated, however sufficient notice is required. If you cancel or reschedule your appointment two times consecutively, regardless of it being within the sufficient time limit we will require you to pay for the tattoo in full upfront at the time of rescheduling.

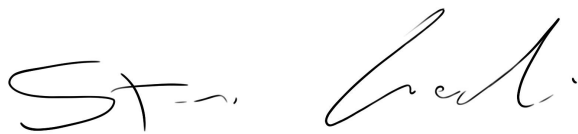
Rescheduling Your Appointment

We understand that things pop up from time to time and as people often book well in advance we do offer the option to reschedule your appointment to next available or later should you choose. In order to do this we require you to give us sufficient notice that you cannot make your appointment, either by email, in person or by phone. We will accept anything over 72 hours as sufficient notice during studio operational days, please keep in mind if your appointment is towards the beginning of the week you will need to contact us before the prior weekend.

We also understand that you may need some time to choose another suitable appointment date and therefore we will allot you a further 72 hours to rebook your appointment from when you cancel your first. Rescheduling your appointment is subject to a £10.00 admin fee and if you fail to reschedule your appointment within this allotted time you will be issued with a gift voucher for the remaining amount of the deposit, valid for 3 months from the date of issue. You can rebook your appointment using your voucher at a more convenient time for you.

Please be aware that full payment is required for the work carried out in that session and therefore please ensure you are able to settle the bill after each individual session.

We would like you to fully understand all of the above information before making your appointment so if you have any questions regarding anything you have read here then please do not hesitate to ask.



Steven Leach

Studio Manager

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