

**Phoenix Tattoo & Removal**

**Phone:** 07912 482 506 **Web:** www.phoenixtattoo.co.uk

----------------------------------------------------------------------------------------------------------------------------------------------------------

**Deposits, Cancellation and Non-Attendance**

**INTRODUCTION**
When we book an appointment for you, we commit that time and our resources to your treatment or tattoo. This means that, if anyone else wants to come at the same time, we will be unable to see them and we will have to offer them an alternative time. If you do not attend that appointment and either do not tell us in advance or give insufficient notice, we are unable to allocate the time to someone else; however, during this unproductive time we still have overheads to pay.
For this reason, it is our policy to request a deposit from you.

**DEPOSITS**We make appointments with the expectation that you will attend at the agreed date and time to undergo your treatment or tattoo. If you change your mind or work/other commitments prevent you from attending, we simply ask that you give us as much notice as possible so that we can reallocate your appointment slot to another customer. When booking your appointment, we will seek a deposit from you, payment of which is your commitment to attending that appointment. Your deposit will be taken, held and used against your last laser treatment or last tattoo session.

**DEPOSITS TARIFFS ARE SET AT**

* **50% OF YOUR QUOTED LASER SESSION COST**
* **A FLAT £30 DEPOSIT FOR HOURLY RATED TATTOO’S**
* **£100 DEPOSIT FOR FULL DAY TATTOO SESSIONS**

**LASER REMOVAL PATCH TESTS AND CONSULTATIONS REMAIN FREE OF CHARGE AND ARE NOT SUBJECT TO DEPOSITS**

**APPOINTMENTS ARE NOT CONFIRMED UNTIL THE DEPOSIT HAS BEEN PAID**. If you do not pay the deposit within the timescale you have agreed, we reserve the right to cancel your appointment and reallocate the time to another customer.

**CANCELLATION**
If you are unable to attend your appointment for any reason, then you should tell us as soon as possible and no later than 48 hours before the scheduled start time of that appointment. Providing you give notice of cancellation or postponement/amendment no later than these deadlines, your deposit will be transferable on to another booking. If not, then your deposit will be forfeited. Should you wish to cancel your appointment and not rebook your deposit is non-refundable. Should we cancel your appointment for any reason you have the right to request your deposit back.

**NON-ATTENDANCE** (including late cancellation)
If you do not attend your appointment, or cancel later than the deadlines shown above, your deposit will become non-refundable.

**APPOINTMENT REMINDERS**Please note, it is not our responsibility to remind you of your appointment.

**RE-SCHEDULING APPOINTMENTS**

Very occasionally, the studio may have to reschedule your appointment. This may be due, but not limited to sickness, hospital appointment, adverse weather conditions. This is not something that we like to do, however sometimes it is unavoidable. Where this does happen, the studio will liaise with you and allocate your booking to the next available date that it suitable for you. If the studio does cancel your appointment then you have to right to ask for your deposit to be refunded. The studio will not compensate you for changing your appointment.

**Phoenix Tattoo & Removal**

**Phone:** 07912 482 506 **Web:** www.phoenixtattoo.co.uk

----------------------------------------------------------------------------------------------------------------------------------------------------------

**About Us!**

We are a fully trained and insured studio providing custom tattoos and laser tattoo removal. Our service is based in Bellshill, Lanarkshire and we pride ourselves on offering a safe, professional, friendly service at reasonable rates.

Our opening hours are;

Monday - Closed

Tuesday – 10am – 8pm

Wednesday – 10am – 6pm

Thursday - 10am – 8pm

Friday – 10am – 6pm

Saturday – 10am – 4pm

Sunday – 12 noon – 6pm

**TATTOO’S**

If you are going to book or have booked a tattoo with us, please read the following:

Our current rate for tattooing is £60 per hour or £300 for a full day session. We have a minimum charge for small tattoos of one hour’s work; so, a £60 minimum charge. Full day sessions are from 10am-6pm Tuesday to Friday, 10am-4pm on a Saturday and 12noon-6pm on a Sunday.

If you would like to discuss your idea for a tattoo, the best way to liaise with an artist is by either messaging our Facebook page or by emailing info@phoenixtattoo.co.uk. We will then look at your idea and let you know their thoughts. If you'd prefer to speak to someone in person please pop into the shop and speak to the front desk team, who will be happy to answer any queries you might have.

If you are booking a large tattoo, say upper outer arm, we’d advise you to book 6-12 hours depending upon the intricacy of the design. For a full sleeve or back piece, we’d advise anywhere between 20 and 40 hours, with a minimum gap of 3 weeks in between sittings to allow healing.

We operate a booking system and the way our booking system works is we ask for a deposit to be paid at the time of the booking. Payment can be made by popping into the studio with cash, alternatively we can take a card payment over the phone or we can take a PayPal payment on our website www.phoenixtattoo.co.uk. We also operate a 48-hour cancellation policy (see reverse), if at any time you miss an appointment or cancel without enough notice you will lose that deposit and all subsequent appointments will be cancelled unless a new deposit is brought in.

We design custom tattoos. Customers usually start off an enquiry with proving us with either a google image or the image of an already completed tattoo. Please note that we'd be able to do something similar to the design you sent and we can use it as a base but I'm afraid that we don't directly copy another artists work or an internet found design.  It’s not really fair on the artist who did it originally, it’s actually a breach of copyright and also, it’s also not fair on you.  We'd rather give you a one off unique piece of artwork that no one else has got! If you want a directly copy then I’m sorry we are not the tattooists for you.

***When will my design be drawn up? -*** Our front desk team will have liaised with you at the booking stage to ascertain your ideas for your tattoo design, at this stage you will be encouraged to supply us with as much information as possible. We will already have discussed the fact that we don’t copy other tattoos or internet found designs, however should you have ones that you like, I will attach these to the booking, along with any notes that you have given me. This will act as a visual guide for the tattooist as to the type of style you like.

I'm afraid that due to the artist’s workloads, your design will only be ready for you to view on the day of your booking itself and not before. Should you wish to make any changes to your design, they can be made on the day of your booking. Nowadays the artists design electronically with iPads and therefore it is relatively easy should you wish to make changes to a design. Please bear in mind that the artist will have drawn up the best piece possible from your reference images as they know what will work best.