

**Phoenix Tattoo**

**Phone:** 01698 451391 **Web:** www.phoenixtattoo.co.uk

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**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 A MINIMUM VALUE OF**

**- 50% OF YOUR QUOTED LASER SESSION COST**

**- A FLAT £30 DEPOSIT FOR HOURLY RATED TATTOO’S**

**- £100 DEPOSIT FOR FULL DAY TATTOO SESSIONS**

**SHOULD YOU WISH TO PAY MORE THAN THE MINIMUM TOWARDS YOUR TATTOO OR LASER SITTING, THEN THE FULL VALUE OF ANY PAYMENT ACTS AS YOUR DEPOSIT.**

**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.

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**Tattoo Information & Advice**

***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. You will be encouraged to supply us with as much information and reference images as possible. We don't directly copy another artist’s work nor an internet found design. It’s not 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 art that no one else has got. However, references are useful for us to visually gauge what 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 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 use iPads and design electronically so making changes is relatively easy and not very time consuming. 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.

***What to do and what not to do before your tattoo session;***

* ***DO eat*** - Make sure to eat a healthy, balanced meal before heading to your tattoo session. It’s not uncommon for people to lose their appetite from nerves however they then pass out from fatigue in the tattoo chair. Although it may seem as though your body just lays idle while you’re getting a tattoo, it actually exerts a great deal of energy during the tattoo process, that energy needs something to burn through. Besides, when you are hungry, pain management becomes more difficult, making the tattoo process more unpleasant for everyone. Be especially mindful to eat before a long tattoo session.
* ***Do bring snacks*** - If you are getting a larger piece done and have scheduled in a longer session, be sure to bring a light snack at the very least. A snack comes in handy if you get hungry or want a way to distract yourself from an especially uncomfortable portion of the tattooing process. Choose a snack that isn’t messy and can be eaten with one hand.
* ***DO dress appropriately*** - Dress comfortably and appropriately. Prepare for a long session and dress accordingly. Avoid tight and constricting clothing. Pay some mind to where you will be getting tattooed and make sure the clothing you wear leaves the area easily accessible. Also, **DO NOT** wear anything that you are scared of getting ink on. We will not be held responsible for any ink contamination on either clothes or shoes.
* ***DO NOT Shave the area***. We will do this for you on the day. Doing this yourself may cause a shaving rash and this makes it more difficult to tattoo over.
* ***DO NOT cause trauma*** or put anything on your skin - Tattoos won’t heal well on freshly damaged skin, so anything which causes damage to the skin must be avoided. That includes getting a tan, a sunburn, a chemical peel, or any cuts or scrapes.
* ***DO NOT apply fake tan*** to the area – we **CAN NOT** tattoo you if you if your skin has fake tan on it.
* ***DO NOT be under the influence*** of any substance – **DO NOT** drink or take drugs on either the day before or on the day of your tattoo sitting. They can lead to various complications and jeopardize your safety and the quality of your tattoo. Also, please be aware that pain killers may thin your blood and cause more spot bleeding than normal, therefore we do not recommend them unless they are prescribed by the doctor for other medical issues.