

POLICIES

Healed results will vary with each individual client and using a pencil or powder may still be needed. We have no control over what occurs during the healing process. Absolutely NO guarantee will be made and additional sessions (charged accordingly) may be required to obtain optimal results. Additional charges will apply.

PLEASE NOTE: If you have had your eyebrows previously tattooed and are interested in a cover-up/re-work, you MUST email us a clear photo PRIOR to booking your appointment. We cannot guarantee results for cases such as these and we must approve that your eyebrows are workable. In some cases where the previous work is too dark, dense, discoloured, or large, tattoo removal will be highly recommended before we begin the cover-up/re-work. Previously tattooed areas and cover-ups will almost always require additional appointments for best results and will be charged accordingly.

Although we give our best efforts to provide you with quality service, many factors can result in a less than desired outcome as each client will heal differently. Please refer to our FAQ's section to see if the services we offer may be beneficial to you.

A deposit is required in order to book and confirm every new appointment. This deposit is to ensure that you are serious about booking your appointment and will be deducted from the total cost of your session.

We require 48 hours' notice if you decide to reschedule your appointment. If you choose to cancel your appointment, you will automatically forfeit your deposit. In case of "no shows", meaning if you do not show up to your appointment and did not contact us, we will have to charge the full service fee, as this has an impact on the financial health of our business.

Please contact us if you are going to be late. Being more than 20 minutes late to your appointment may result in the forfeit of your deposit and the cancellation of your appointment. A new deposit will be required to re-book any appointment that was cancelled for lateness.

Deposits are non-refundable.

Pricing is subject to change at any time. Please note that our rates may increase or vary in the case of travelling, events or in special circumstances. Travelling does not guarantee you an additional appointment in your hometown. You will need to arrange to come to our home studio for any future appointments.

All appointments and deposits are non-transferable. If you choose to switch your appointment to another artist, you must cancel your first appointment and attempt to rebook. If you receive your first session from a particular artist, that same artist will carry out your future appointments. If you decide to go to a different artist for any additional appointments, you will have to pay the initial full price again.

Additional appointments will be charged according to our current pricelist. Your second session, if needed, may be scheduled no sooner than 8 weeks following your first session, although later is better. We must give your skin ample time to fully heal and regenerate before tattooing it again. Refresher appointments are generally required every 1-2 years.