



Skin Jazz – Tattoo and Piercing Studio

106 Willem Botha Drive,

Eldoraigne,

0157

At Skin Jazz we would like to give every customer the time and attention they deserve. We understand that sometimes circumstances can arise, and that you may need to change your plans. If you must rebook or reschedule your appointment, we respectfully request at least 24-hour notice. Please also pay attention to our cancellation policy below.

1. **DEPOSIT/NON-REFUNDABLE BOOKING FEE:** A 50% non-refundable booking fee is required to secure your date in our schedule. The balance fee is to be settled the day of your appointment. **NO EXCEPTIONS.** Payment plans are available upon request.
2. **LATE COMINGS AND RESCHEDULE POLICY/FEEs:** The artist has limited bookings scheduled daily to accommodate personal one-on-one time with each client. Please be mindful of that when we block a time slot for you, we are holding that time slot for you and only you. Therefore, we are not able to schedule someone else. We will **NOT** tolerate no-call, no-shows.
3. **CLIENT UNDERSTANDS THAT:**
 - i) The session will **AUTOMATICALLY BE CANCELLED** to be rescheduled in the event the **CLIENT** is more than 15 minutes late for their agreed session time. If the client is running late, it is their responsibility to communicate the information to Skin Jazz ahead of time.
 - ii) Clients can extend their session time by 30 minutes for R750 if the artist is able to accommodate the change in their schedule. To be communicated and **CONFIRMED** prior to the session time.
 - iii) If the artists schedule does not allow for extended times for the client, the client can either reschedule the appointment at a flat rate of R550 to book for another date or decide to cancel the session altogether and pay the cancellation fee of 50% of your total quotation.
 - iv) If the client is a no-call no-show, you are forfeiting your session, therefore your session will automatically be cancelled if the client is more than 15 minutes late. Please be mindful that when we block time for you, we are holding that spot for only you. Therefore, we are not able to schedule anyone else and you will lose your 50% non-refundable booking fee. If your appointment was for a touch up, **YOU WILL LOSE** your free touch up.
4. **CANCELLATION POLICY/FEEs:** The artist is foregoing other clients, in the event of the cancellation of the artists services, the client will **NOT** be refunded the non-refundable booking fee of 50% of the total amount quoted to offset the lost business and time the artist has already invested in aiding client and preparing for client's studio session. This fee covers initial planning, communication, studio time, blocking off specific time frames and any consultations the artists have done in preparation for your session. Cancellation is to be given to the studio electronically in writing. In the event the **STUDIO/ARTIST** cancels the session for another date, the **CLIENT** will not be expected to pay the reschedule fee of R550.

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5. **TARDINESS/YOUR BOOKED SESSION, DATE AND TIME:** Calculate your travel & traffic time accordingly! The studio/artist will NOT be held responsible for any costs the client incurred in the event the client runs late for their session. Any work not completed by the artist on the day off due to the CLIENT being late, will be completed afterwards on a new date and the client will be CHARGED an hourly rate. Please plan enough time to get to your session on time. If you are running late, please notify us. We respect every single client's time and put in an incredible amount of effort into planning and scheduling a session. The client understands that session times are booked according to a schedule and the artist/studio will not be held liable for the client's loss in session time, cancellation, or rescheduling fees. The client is responsible for arriving on time.
6. **SICK NOTICE:** We understand that life happens. People get sick, and things go wrong. If you need to reschedule for any reason, please give us at least 24 hours' notice. If you fall ill on the day of your session please reschedule, at NO extra cost. We work every day with all age groups and cannot afford to get sick or pass illness to our clients.
7. **DOWNGRADE POLICY:** If you have been quoted on a design and arrive and wish to change your service to a smaller design, please be aware you will be expected to pay the original quotation fee.
8. If during a long tattoo session for any reason it gets to be too much for your body or the artist cannot finish due to bleeding, shivering, or too many numbing breaks, another session can be booked for the tattoo to be completed and the CLIENT will be charged an hourly rate.