



Deposit and appointment policy for body piercing:

A \$75 deposit per service booked must be paid at the time of booking

-Discounts & Specials: If you are using a discount or taking advantage of a piercing special, please call to book and inform the staff about the discount. This will allow us to adjust the deposit accordingly. If the service is booked online without notification of the special, no refunds will be given, but unused deposits can be applied to jewelry or store credit.

-Checkup Appointments: Checkups require a \$15 deposit. If no service or downsizing is performed and you need to return, the deposit will carry over to the next checkup, provided you notify the desk when you leave and call to book the follow-up appointment.

Cancellation policy for body Piercing:

-Cancellation must be made with at least 48 hours' notice. Cancellations within this time frame will not incur a penalty.

-If you cancel with less than 48 hours' notice, you will be charged 100% of the deposit fee.

-Failure to provide provincially-required documentation, a no call/no show, or cancellation at the appointment time will result in being charged the full service cost.

Tattoo cancellation/ rescheduling policy:

Upon booking an appointment, you are required to place a nonrefundable deposit that varies based on the appointment duration booked.. This deposit secures your appointment date and time and goes towards the total cost of the tattoo at checkout. All deposits are nonrefundable. To cancel or reschedule an appointment, you must provide at least 48-hour notice for the very first time cancelling or rescheduling. Cancellations may be made directly to the shop via phone call, or message on the machine, as these methods are time stamped to ensure no discrepancy. These cancellations will have no penalty. Cancellations made with less than 48 hours notice will result in forfeiture of any prepaid deposit you have placed, and another one must be placed to reschedule. If an appointment cannot proceed as scheduled due to a lack of required documentation, or if there is a no call/no show, or cancellation at the appointment time, a deposit will be forfeited, and another one must be placed to reschedule. If our management determines there is a pattern of cancellations, any following cancellations and rescheduling will result in forfeiture of any prepaid deposit and another deposit must be placed to book an appointment.