

Pre-Booking, Deposits & Cancellation Policy

Slayers Ink Ltd | 9b King Street, Lancaster, LA1 1JN

Version 1 (Drafted: 21/07/2026 | Approval: 21/07/2026 | Last Review Date: 21/07/2026 | Next Review Date: 21/07/2027)

Policy Statement

At Slayers Ink Ltd, we aim to provide every client with sufficient time, preparation and individual attention for their tattoo or piercing appointment. As our artists work by appointment and often prepare custom artwork in advance, deposits are required to secure bookings and protect studio time. This policy explains our pre-booking requirements, deposit terms and cancellation procedures.

1. Responsibilities

- **Members:**
 - Ensure clients are made aware of this policy before confirming a booking.
 - Apply this policy fairly and consistently.
 - Maintain accurate booking and payment records.
 - Review bookings and cancellations where exceptional circumstances arise.
 - **Non Members - Tattoo Artists, Piercers, Reception Team:**
 - Explain the booking and deposit requirements to clients.
 - Ensure deposits are received before confirming appointments.
 - Notify a Member of any cancellations, rescheduling requests or disputes.
 - Follow this policy consistently.
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2. Before You Book

Before making an appointment, clients should ensure that:

- They are aged **18 years or over** (or at a suitable age if it is for piercing services as per our *Consent, Age Verification, Client Consultation & Aftercare Policy*) and can provide valid photographic identification where required.
 - They are not pregnant or breastfeeding.
 - They advise us of any relevant medical conditions, allergies or medications that may affect treatment.
 - They contact us before booking if they are unsure whether tattooing or piercing is suitable for them.
 - They understand and accept this policy before paying a deposit.
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3. Deposits

A deposit is required to secure all tattoo appointments and selected piercing appointments.

Deposits:

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- Secure your appointment and the artist's time.
- May also cover the preparation of custom artwork where applicable.
- Are deducted from the final cost of your appointment.
- Are **non-refundable**.

An appointment is not confirmed until the required deposit has been received.

4. Rescheduling Appointments

We understand that plans can occasionally change.

If you need to rearrange your appointment:

- Please provide at least **48 hours' notice**.
- Your deposit can be transferred to one new appointment, subject to availability.
- Your new appointment should be booked within **7 days** of cancelling, although the appointment itself may take place at a later date.

If appointments are rearranged more than **twice**, a new deposit may be required before another appointment can be booked.

5. Cancellations

If you cancel your appointment:

- Deposits are **non-refundable**.
- Cancellations with less than **48 hours' notice** will result in the loss of your deposit.
- Failure to attend your appointment ("no-show") will also result in the loss of your deposit.

A new deposit will be required to make any future booking.

6. Late Arrivals

Appointment times are reserved specifically for each client.

If you arrive late:

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- We will make every effort to accommodate your appointment where possible.
 - Arriving more than **15 minutes late** may result in your appointment being shortened or cancelled if there is insufficient time remaining.
 - If your appointment cannot proceed due to late arrival, your deposit will be forfeited.
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7. Circumstances Where We May Refuse Treatment

Slayers Ink Ltd reserves the right to refuse or postpone treatment where:

- A client appears to be under the influence of alcohol or drugs.
- A client is abusive, aggressive or behaves inappropriately towards staff or other clients.
- A medical condition or skin condition makes treatment unsuitable.
- A client is unable to provide valid proof of age where required.
- The artist believes proceeding would be unsafe or inappropriate.

Where treatment is refused because the client has failed to comply with our pre-booking requirements, the deposit will not be refunded.

8. Cancellation by Slayers Ink Ltd

If we need to cancel or rearrange your appointment due to illness, emergency, equipment failure or other unforeseen circumstances:

- We will contact you as soon as reasonably possible.
 - Your deposit will be transferred to a new appointment without penalty.
 - If we are unable to offer a suitable alternative appointment, your deposit will be refunded in full.
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9. Acceptance of This Policy

By paying a deposit and confirming an appointment, clients acknowledge that they have read, understood and accepted this Pre-Booking, Deposits & Cancellation Policy.

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10. Policy Review

This policy will be reviewed at least annually or sooner if:

- Working practices change.
 - Relevant legislation or guidance is updated.
 - Improvements are identified following client feedback.
 - Booking procedures are amended.
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This Policy has been approved by members

Signed:

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Heather Kate Cross

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Rhia Mawby

Date: 21st July 2026