

OBSIDIAN TATTOO STUDIO TERMS AND CONDITIONS

YOU'VE SUBMITTED YOUR FORM, WHAT HAPPENS NEXT?

First, thanks for reaching out to us. We will have one of our apprentices or admins look over the information and we then have one of our artists reach out to you. This is usually the artist who is best suited to the style you are looking for. From there, we look to schedule a consultation. Hopefully we will see you soon!

APPOINTMENT TIMES

Appointments are scheduled with yourself and your artist. We will make every effort to work around your schedule!

When you arrive, if it is for your tattoo, there will be a certain amount of time needed to prep you and transfer (if needed) before we go to the skin. If your appointment was to start at 10am, you may need 20 minutes to prep and transfer before you can begin.

Consultations are pretty simple, we may grab a quick coffee/tea and get to chatting about your new ink!

RESCHEDULING/CANCELLING

If you need to reschedule, please let us know with as much notice as possible! If it is within 48 hours of your appointment start, we may potentially need to take a larger deposit to cover any potential lost time for the artist. If we have a waiting list that can fill it, then not to worry! If this is due to compassionate or medical grounds, please don't worry about any further charges. We understand these things happen and hope you are okay.

If you need to cancel your appointment, it would be super helpful for you to let us know why and if we can do anything to help rectify the issue for you.

DEPOSITS

All tattoo art appointments (not consultations) require a deposit amount. This is a non-refundable amount that is used to cover admin and artwork. Your artist will double check with you to make sure you are happy to pay the deposit amount before taking that for you.

The deposit amount is credited to the total tattoo cost on the last session. For example, if you placed a £70 deposit and your final session is a £350 session, you will only have £280 to pay on that day.

We take deposits to protect the artists design time and admin time. Thank you for understanding!

GIFT VOUCHERS

Unfortunately, currently, we don't offer gift cards. We will look into this from time to time to see if it ever becomes useful to our team and clients.

PRICE INCREASES

As time goes on and inflation goes up, we may need to periodically increase the tattoo costs to cover increases in costs of supplies. If you have started a piece with us, you will not be affected until your art is complete! Please don't worry, we lock in your session rates when you start having your work with us!

SMOKING

No surprise here, no smoking in the building. You are welcome to smoke outside when having a break.

DATA SECURITY

As per GDPR, we only collect information to facilitate your appointment. For example, a contact number to call you on if we have questions regarding artwork or an email to send you appointment notifications or receipts (optional)

MEDICAL CONDITIONS

Please fill in the consent form and place any/all medications you may be on. Please inform your artist of any conditions that may make tattooing difficult or dangerous. We would need to know this information to satisfy insurance. If you omit anything that may be relevant, you may not be covered in the event of an accident.

MOBILE PHONES

No issues here! Please make sure you check with your artist before taking photos though!

CHILDREN

Please understand. The waiting rooms of the studio may have tea/coffee making facilities which may be dangerous and other rooms may have hazards. As a result, we don't allow for under 12s to be in the studio. And children over 12 must be always with a parent/guardian.

HYGEINE

Our hygiene standards are set and governed by the Federation For Tattooing and the Local Government and applicable laws. We also run a very strict cross contamination protocol and as such, we must ask that you don't touch anything in the rooms without consent from your artist.

BULLYING/INTIMIDATING BEHAVIOUR

The studio operates a zero-tolerance policy for bad behaviour. This includes harassment of staff or other clients in any form. Anyone found to be conducting such behaviour will be asked to leave. All works will be discontinued from that point onwards.

This also includes social media and other avenues which artists and clients may be associated with outside of the studio, not limited to those mentioned here.

PAYMENT

Most major credit/debit cards are accepted. Alongside cash and bank transfer. If our facilities are down for any reason, we revert to bank transfer or cash.

PERSONAL ITEMS

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for lost items.

REFUNDS

Once you have received ink, you will be responsible for paying for the time. Deposits are non-refundable as the amount is 'consumed'

Retail items can be returned if unused/opened. This does not affect your statutory rights.

PRICING

Is subject to consultations. Each artist may be at a different rate than the others. We cannot offer quotes based on art we did not design and not for new clients. We can certainly estimate within a degree of error based on the size/scale/previous similar works. But for the purposes of this website, quotes will not be given without a consultation in house.

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 - loss of income or revenue;
 - loss of business;
 - loss of profits or contracts;
 - loss of anticipated savings;
 - loss of data;
 - loss of goodwill;
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LANGUAGE

These terms shall be in English only.

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By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities, and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach your right to use our site will immediately cease.

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UPDATES

We reserve the right to change these terms and conditions without notice.

ACCEPTING THESE TERMS AND CONDITIONS

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