



Deposits, Cancellations and Refunds

Draft. Not yet approved by the studio's qualified practitioner. Do not issue to clients.

This guide explains how deposits work at Rebellious Ink. It matches the terms shown on your quote before you pay.

What your deposit is

- Your deposit holds your appointment. While it is held, we turn away other clients for that time.
- The deposit is deducted from the final price. It is never an extra charge.
- You pay the rest on the day by card or cash.
- Your booking confirmation shows the deposit amount in pounds and your booking reference.

Moving your appointment

- Give us at least 48 hours' notice and you can move your appointment once, free of charge. Your deposit carries over to the new date.
- If you need to move it again, or give less than 48 hours' notice, we may keep the deposit. Contact us and we will talk it through.

Cancelling

- If you cancel with at least 48 hours' notice and do not want to rebook, we will refund your deposit.
- If you cancel with less than 48 hours' notice, or do not attend, we keep the deposit. It covers the time we held for you and could not offer to anyone else.
- If you are very unwell, or something serious has happened, tell us. We will always listen.

If we cancel or have to move your appointment

- If we cancel, we will tell you as soon as we can. We will offer you a new date or a full refund of your deposit, whichever you prefer.
- We will never keep a deposit when we are the ones who cancel.
- We will not charge you for anything because we moved the appointment.

How refunds work

- We refund to the way you paid: the same card, or the bank account you paid from.
- We aim to refund within 14 days of agreeing it. Your bank may take a few more days to show it.
- We will email you when the refund has been made.

Your legal rights



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Your legal rights are not affected by anything in this guide. Under the Consumer Rights Act 2015, we must carry out our service with reasonable care and skill. If we do not, you are entitled to ask us to put it right or, if that is not possible, to a price reduction. If you think something in these terms is unfair, please tell us.

Practitioner to confirm: the quote terms state that deposits are non-refundable if you cancel with less than 48 hours' notice or do not attend, and allow one free reschedule with 48 hours' notice. They do not say what happens on a cancellation with more than 48 hours' notice. This draft says the deposit is refunded. Confirm that is the studio's decision.

Practitioner to confirm: take advice on whether the 14-day cancellation right under the Consumer Contracts Regulations 2013 applies to appointments booked online, and whether the deposit amount is a fair reflection of the studio's likely loss. Update this guide and the quote terms to match.

Questions? Email thedesk@rebelliousink.tattoo. For anything medical, contact NHS 111 or your GP. In an emergency, call 999.