Tattoo Terms and Condition

1. General Provisions

These Terms and Conditions govern the relationship between the service provider Blackhole Tattoo (hereinafter referred to as the "Provider") and the client who orders a tattoo or any other offered service (hereinafter referred to as the "Client"). By booking an appointment, paying a booking deposit, filling out forms, or attending the scheduled appointment, the Client confirms that they have read and agreed to these Terms and Conditions.

2. Appointment Booking and Booking Deposit

To secure a binding appointment reservation, the Client is required to pay a booking deposit of CZK 1,000 unless agreed otherwise.

The booking deposit covers reservation of time, administration, communication, and design preparation. If the appointment takes place as agreed, the deposit will be deducted from the final tattoo price. Payment shall be made to the Provider's bank account: **2793220028/3030**

In the payment note, the Client must include their name and appointment date.

3. Appointment Changes or Cancellation

The Client may change or cancel the appointment no later than 3 days before the scheduled date. In the event of a later cancellation, failure to attend the appointment, or interruption of communication, the booking deposit may be forfeited. If the Client does not use the appointment or arrange a new one within 6 months of paying the deposit, the right to use the deposit expires. If the Provider cancels the appointment, the Client will be offered a new appointment or receive a full refund of the paid deposit. If the Client arrives more than 15 minutes late without prior notice, the Provider is entitled to shorten, reschedule, or cancel the appointment depending on operational possibilities.

4. Tattoo Session Process

Before the tattoo session begins, the Client is required to complete and sign the necessary forms, especially the tattoo consent form and health questionnaire. The Client is responsible for providing truthful and complete information. The Provider bears no responsibility for complications arising from false, incomplete, or withheld information. If the Client requests termination of the session after work has already begun, the Client is obliged to pay for the work completed up to that point, with a minimum charge of CZK 1,000.

The Provider reserves the right to refuse or terminate the service at any time if the Client behaves inappropriately, aggressively, under the influence of alcohol or other substances, fails to follow

instructions, creates conflict, or if the mutual trust necessary for safely providing the service is disrupted. In such cases, the Client is not entitled to a refund of the booking deposit.

The Provider is also entitled to refuse the service if its execution could endanger the Client's health, hygiene standards, or the safety of persons on the premises.

5. Payment for Services

The service price is determined individually based on the scope, complexity, and time required. Unless agreed otherwise, payment is due immediately after completion of the service. In the event of refusal to pay, the claim may be enforced including related costs.

6. Tattoo Aftercare Instructions

The client agrees to follow these aftercare instructions:

- Alcohol consumption is not recommended before and for several days after tattooing, as it increases bleeding and negatively affects pigment retention.
- Remove the protective film after 1 to 4 hours and do not reapply it.
- After removing the film, gently wash the tattoo with cold water (antibacterial soap may be used), then gently pat dry with a clean towel or paper towel.
- Until the wound is fully healed (usually 7–10 days), moisturize the tattoo several times daily (e.g. with Bepanthen Plus/Tattoo or coconut oil) and keep the skin hydrated. Do not use antibiotic ointments.
- Let the tattoo breathe and do not cover it. Avoid tight clothing during healing.
- The tattoo may remain sticky for several days; do not pull fabric away forcefully — moisten it and remove carefully.
- Itching is normal and means the tattoo is healing. Do not scratch it; apply ointment instead.
- Allow scabs to fall off naturally and never pick or remove them.
- Avoid prolonged exposure to water or sunlight.
- Until the wound is fully healed, avoid solariums, gyms, saunas, and similar facilities.

6. Touch-ups and Complaints

I want you to be satisfied — but tattoos also have their own rules:

Touch-Ups:

The Client is entitled to one free touch-up within 30 days of the tattoo session unless agreed otherwise. After this period, touch-ups are charged from CZK 1,500 depending on the scope of work.

The free touch-up does not apply especially in cases where:

- the Client failed to follow aftercare instructions,
- the tattoo is located on problematic areas (e.g. fingers, palms, feet),
- the tattoo is a rework or cover-up,
- changes occurred due to healing, mechanical damage, or individual skin characteristics.

Complaints:

Complaints may be submitted without undue delay after discovering a defect. If the complaint is accepted, it will be resolved by an appropriate repair, correction, or another suitable solution depending on the nature of the service. A subjective change of opinion regarding the design, style, or personal preferences is not grounds for a refund.

7. Gift Vouchers and E-Shop

Nature of the Voucher: A voucher represents a prepaid service for a tattoo or other services offered by the Provider in the value stated on the voucher. The voucher is not goods, but a prepaid service.

Voucher Validity: The voucher is valid for 12 months from the date of issue unless stated otherwise. After expiration, the voucher becomes invalid without entitlement to a refund.

Voucher Use:

- Vouchers may only be redeemed in person at Blackhole Tattoo studio.
- The voucher value is deducted from the price of the tattoo or other agreed service.
- Vouchers cannot be exchanged for cash.
- If the service price is lower than the voucher value, the difference is non-refundable unless expressly agreed otherwise.

Voucher Delivery: Vouchers may be purchased with personal pickup, postal delivery to the Client's address (postage fees may apply according to the current price list), or electronically (by e-mail / download).

Withdrawal from the Contract (E-Shop)

- When purchasing a voucher online, the Client — as a consumer — has the right to withdraw from the contract within 14 days of receiving the voucher without giving any reason, provided the voucher has not yet been used.
- To withdraw, it is sufficient to send a clear notice to the Provider's e-mail address.
- If the voucher has already been redeemed, the right of withdrawal expires.

- For electronically delivered vouchers, the Client may expressly agree to immediate delivery of the digital voucher during the order process; in such case, the Client acknowledges that they lose the right to withdraw within 14 days.

Delivery Complaints: If the voucher is not delivered (e.g. due to a technical issue with an e-voucher), the Client is obliged to contact the Provider immediately. The issue will be resolved by resending or replacement delivery.

9. Personal Data Protection and Photography

The Provider collects and processes the Client's personal data exclusively for the purpose of providing services and in accordance with applicable personal data protection laws. The Client has the right to ознакомиться with the current Privacy Policy available on the Privacy Policy page.

Consent to Photography and Publication

Photos of the finished tattoo or the tattooing process may only be taken and published with the Client's consent. The Client may refuse or withdraw consent before publication.

If the Client does not agree to photographs being taken or published, they must inform the Provider before the tattoo session begins.

10. Final Provisions

These Terms and Conditions may be updated from time to time. The current version is always available at www.bhtattoo.cz. The Client is informed of the current Terms and Conditions before the service is provided.

These Terms and Conditions are valid from **June 15, 2024.**