



## ***FAQ - FREQUENTLY ASKED QUESTIONS***

### **PAYMENT?**

**\*CASH ONLY! E-TRANFERS SENT TO INFO@BRASHTONES.CA WILL BE ACCEPTED TO BOOK APPOINTMENTS IF YOU ARE UNABLE TO COME INTO THE SHOP TO BOOK. YOUR TIME WILL NOT BE SCHEDULED UNTIL THE TRANSFER IS COMPLETE. ALL APPOINTMENTS ARE FIRST COME FIRST INK.**

### **TOUCH-UPS?**

**\*TOUCH-UPS WILL CONTINUE TO BE FREE WITHIN 90 DAYS (UNLESS AFTERCARE IS NOT FOLLOWED) BUT WILL BE SUBJECT TO A SET-UP FEE OF \$20 TO COVER THE COST OF MATERIALS. IF EXTRA AFTERCARE IS NEEDED YOU WILL BE CHARGED FOR IT. IF YOU DON'T SHOW UP FOR YOUR TOUCH UP YOU WILL BE CHARGED IN FULL FOR WASTED TIME WHEN YOU REBOOK. TOUCH UPS DO NOT APPLY TO HANDS, FEET OR NECK AS THESE ARE HIGH WEAR AREAS AND DON'T HOLD INK AS WELL AS OTHER PARTS OF THE BODY. COVER-UPS, HANDS, FEET, AND NECKS ARE NOT WARRANTED AND WILL BE TOUCHED UP AT YOUR EXPENSE... NO EXCEPTIONS.**

### **VEIWINGS?**

**\*DO YOU SEE ANY PREDRAWN ART YOU LIKE ON OUR FACEBOOK PAGE? ... IF SO A REDUCED RATE OF \$100/HOUR WILL APPLY TO THESE PIECES UNTIL THE END OF MARCH 2018, PROVIDED THAT YOU SIT WELL, AND AGREE ON A SUITABLE PLACEMENT FOR THE TATTOO. THESE AREAS INCLUDE FRONT OR OUTSIDE OF THIGH, INNER FOREARM, UPPER OUTER ARM, CALF OR IN SOME CASES ON THE**

**BACK. THESE PLACEMENTS WILL BE DISCUSSED BEFORE BOOKING AND MUST BE PLACED IN AREAS THAT WILL SHOW OFF THE PIECE BEST.**

### **COST?**

**\*TATTOO RATES WILL BE AS FOLLOWS UNTIL FURTHER NOTICE.**

**\$80 MINIMUM CHARGE (30 MINUTES OR LESS)**

**\$120 PER HOUR (ROUNDED BY THE HALF HOUR)**

**\$20 SET-UP FEE**

**\*MANDATORY AFTERCARE - TATTOO WARRANTY VOID IF NOT USED!**

**\$15 SOAP**

**\$15 LOTION**

**\$25 COMBO PACK**

### **DEPOSITS?**

**\*DEPOSITS HOLD YOUR SPOT AND ACT AS A GUARANTEE THAT YOU WILL SHOW UP FOR YOUR APPOINTMENT. 72 HOURS NEEDED TO CANCEL AND MUST PICK NEW DATE AND TIME AT THE TIME OF CANCELATION. ONLY VERBAL COMMUNICATION OF CANCELATION WILL BE ACCEPTED. AN EMAIL WILL BE CAUSE FOR LOSS OF DEPOSIT. YOU ARE ONLY ALLOWED TO REBOOK ONCE AND DEPOSITS ARE NON-REFUNDABLE AND NON-TRANSFERABLE. PLEASE NOTE NOT TOO BOOK MORE TIME THAN YOU CAN HANDLE, AS YOU WILL BE CHARGED FOR WASTED TIME.**

**\$80 FOR 1 HOUR OR LESS**

**\$120 FOR 1.5 - 2.5 HOURS**

**\$240 FOR 3 - 4.5 HOURS**

**\$400 FOR FULL DAY**

**\*PLEASE NOTE THAT LARGER AND MORE INTRICATE PIECES MAY REQUIRE A LARGER DEPOSIT DEPENDING ON THE AMOUNT OF RESEARCH AND DRAWING THAT ARE NEEDED TO GET THE PIECE READY TO BE TATTOOED ( IE: SLEEVE OR FULL BACK PIECE ).**

### **SHOP SHIRTS?**

**\*SHOP 3/4 SHIRTS ARE \$35**

### **MAMMOTH BEARD CO. PRICING?**

**\*YOU CAN EXPECT MORE FROM MAMMOTH BEARD CO. IN THE MONTHS TO COME. DO YOUR BEARD A FAVOUR AND GIVE IT THE VERY BEST CARE YOU CAN. 100% CANADIAN MADE... THE WAY WE LIKE IT.**

**\$35 OIL**

**\$35 BEARD BALM**

**\$20 MOUSTACHE WAX**

**\$15 BEARD SOAP**

### **SHOP BEARD COMB PRICING?**

**\$75**

**\*HANDMADE IN CANADA BY BEAR CLAW BEARD COMBS**

### **BODY JEWELRY PRICING?**

**\*PIERCING JEWELRY WILL CONSTANTLY BE IN ROTATION AND WE HOPE BEFORE THE YEARS OUT TO BE ABLE TO OFFER PIERCING AS WELL.**

**\$15 - \$80 DEPENDING ON GAUGE, STYLE, SINGLE OR PAIR.**

### **SMOKE BREAKS?**

**SURE. JUST REMEMBER THE CLOCK IS TICKING AND THE MORE YOU STOP THE MORE UNCOMFORTABLE SITTING BECOMES. YOU WILL ALSO NEED TO BE COURTEOUS OF THE OTHER PROFESSIONALS IN THE BUILDING AND SMOKE IN DESIGNATED AREAS OUTSIDE OF THE BUILDING - NOT ON PREMISES AND AT LEAST 5 METERS FROM ANY DOORWAY. LEAVING THE BUILDING DURING THE TATTOO PROCESS LEAVES YOU SUSCEPTIBLE TO INFECTION.**

### **MINIMUM AGE TO GET A TATTOO?**

**16. THOSE CLIENTS UNDER THE AGE OF 18 - MINIMUM AGE 16 - MUST**

**BE ACCOMPANIED BY PARENT OR LEGAL GUARDIAN, WHOM ALONG WITH THE ARTIST MUST APPROVE BOTH THE DESIGN AND PLACEMENT. THEIR GOVERNMENT ISSUED ID'S MUST ALSO MATCH; IN THE CASE THAT THE MINOR BOOKS THE APPOINTMENT AND ON THE DAY OF THE APPOINTMENT EITHER THE PARENT DOESN'T SHOW OR THEIR GOVERNMENT ISSUED ID'S DON'T MATCH THEY WILL LOSE THEIR DEPOSIT AND WILL NOT GET TATTOOED THAT DAY. THE PARENT OR GUARDIAN MUST ALSO BE PRESENT AT BOTH THE BEGINNING AND END OF THE APPOINTMENT TO OVERSEE THE FINAL DESIGN, THE SIZE, THE PLACEMENT, THE PACKAGED STERILE ITEMS AND THEIR DISPOSAL. THEY MUST ALSO LISTEN TO THE AFTERCARE AS IT IS THEIR RESPONSIBILITY TO THE ACCOMPANIED MINOR THAT HE OR SHE UNDERSTANDS HOW TO TAKE CARE OF THEIR NEW TATTOO TO ENSURE IT HEALS PROPERLY AND WITHOUT INFECTION. PLEASE NOTE THAT THIS IS SUBJECT TO CHANGE IN THE NEAR FUTURE. PLEASE ASK WHAT OUR CURRENT POLICY IS ON THIS WHEN BOOKING.**

### **MEDICAL PRECAUTIONS?**

**THOSE WITH DIABETES, PSORIASIS, OR OTHER ILLNESS INCLUDING SKIN DISEASE, AND THOSE WHO ARE ON BLOOD THINNERS OR HEART MEDICATIONS ARE SUBJECT TO SCREENING AND IF BOOKED WILL BE CAUTIONED AND IN MOST CASES THEIR WORK WILL NOT BE GUARANTEED. IF YOU HAVE A FLU, COLD OR ANY OTHER AILMENT, PLEASE CALL THE SHOP TO RE-BOOK AS THE STAFF AND OTHER PATRONS DO NOT WANT TO GET SICK. NOTE THAT 48 HOURS NEEDS TO BE GIVEN TO CANCEL OR RE-BOOK WITHOUT LOSS OF DEPOSIT. WHEN WE ARE SICK OUR BODIES TAKE LONGER TO HEAL.**

### **ID?**

**ALL PARTIES MUST HAVE GOVERNMENT ISSUED PICTURE ID AS IT IS COPIED TO YOUR WAIVER FORM. FAILURE TO PRESENT THIS AT THE TIME OF YOUR TATTOO WILL RESULT IN A FORFEIT OF DEPOSIT AND YOU WILL NOT BE GETTING TATTOOED THAT DAY.**

### **LATE?**

**TARDINESS WILL NOT BE TOLERATED. YOU ARE TO SHOW UP 10 TO 15 MINUTES PRIOR TO YOUR APPOINTMENT; ANYTHING LATER**

**DEPENDING ON SCHEDULING FOR THAT DAY WILL BE CONSIDERED AS LATE. OUT OF RESPECT FOR THE ARTIST AND OTHER CLIENTS TRYING TO GET IN OR WHOM ARE AFTER YOU, YOU MUST BE ON TIME. MINIMUM CHARGE APPOINTMENTS MUST BE ON TIME AS TIME IS LIMITED ESPECIALLY IF CHANGES NEED TO BE MADE TO THE DESIGN. IF YOU ARE LATE AND ARE BOOKED FOR A MINIMUM CHARGE YOU WILL LOSE YOUR DEPOSIT AND HAVE TO REBOOK, PLUS PAY FOR THE WASTED SETUP MATERIALS AT A CHARGE OF \$20 IN ORDER TO REBOOK. IN THE CASE OF A TOUCH UP, YOU WILL HAVE TO PUT DOWN A DEPOSIT FOR NEW TOUCH UP TIME AS WELL AS THE WASTED SETUP MATERIALS AT A CHARGE OF \$20 IN ORDER TO REBOOK. YOU WILL THEN BE RESPONSIBLE FOR PAYING FOR TIME TO TOUCH UP YOUR TATTOO. THOSE WHO HAVE MORE THAN 1 HOUR BOOKED WILL BE CHARGED FOR WASTED TIME IF THEY ARE LATE.**

### **RESPECT AND PERSONAL HYGIENE?**

**WE SHARE A BUILDING WITH PROFESSIONALS, SO PLEASE BE RESPECTFUL. NOTE THAT AT ANYTIME WE RESERVE THE RIGHT TO REFUSE SERVICE TO INDIVIDUALS NEGATING THE RESPECT OF OTHERS, PROPERTY AND PERSONAL HYGIENE. ALL CLIENTS NEED TO ACT WITH RESPECT, SIT STILL, BE WELL GROOMED AS WE ARE WORKING IN CLOSE QUARTERS, BE SOBER, HAVE ALL REFERENCE MATERIAL IN AT LEAST A WEEK PRIOR TO APPOINTMENT AND FOLLOW THE AFTERCARE INSTRUCTIONS.**

### **CHANGES TO MY DESIGN?**

**ONLY MINOR CHANGES CAN BE MADE THE DAY OF THE APPOINTMENT. MEDIUM TO LARGE DRAWINGS MAY REQUIRE A VIEWING AT THE SHOP A COUPLE DAYS PRIOR TO THE APPOINTMENT AS THEY ARE MORE ELABORATE AND REQUIRE MORE TIME. DRAWING IS A FREE SERVICE, BUT IF LARGER CHANGES ARE NEEDED, THEN THE APPOINTMENT WILL HAVE TO BE RE-BOOKED FOR ANOTHER DAY AND YOUR DEPOSIT WILL BE LOST AND YOU WILL NEED TO RE-BOOK. IN THE INSTANCE THAT THE CLIENT COMPLETELY CHANGES THEIR IDEA THEY WILL LOSE THEIR DEPOSIT AS A REDRAWING FEE AND WILL NEED TO MAKE ANOTHER DEPOSIT TO RE-BOOK.**

### **CAN I EAT DURING MY APPOINTMENT?**

**YOU WOULD BE ADVISED TO BRING A SMALL SNACK CONTAINING JUICE OR POWERADE AND CANDY OR SOMETHING THAT YOU CAN PICK ON THAT IS NOT MESSY DURING YOUR BREAKS.**

### **CELL PHONES?**

**CELL PHONES NEED TO HAVE RINGER TURNED OFF AND BE PUT AWAY DURING TATTOO. NO EXCEPTIONS! IF YOU NEED TO CHECK YOUR PHONE YOU CAN DO SO WHEN YOU TAKE A BREAK. TEXTING CAN ESPECIALLY BE A HUGE DISTRACTION AND CAN CAUSE THE USER TO MOVE AND MESS-UP THEIR TATTOO.**

### **OTHER FAQ**

**Q. ARE DEPOSITS TRANSFERABLE?**

**A. NO THEY ARE NOT... NEW CLIENT, NEW DEPOSIT, NO EXCEPTIONS!!!**

**Q. DO YOU CHARGE TAXES?**

**A. GST & PST ARE INCLUDED IN THE PRICE OF EVERYTHING IN THE SHOP WHERE APPLICABLE.**

**Q. WHAT IF I BOOK A FULL OR HALF DAY AND CAN'T SIT THE WHOLE TIME I BOOKED?**

**A. FULL AND HALF DAYS ARE AT A PREMIUM; ESPECIALLY SATURDAYS. PLEASE DON'T BOOK MORE TIME THAN YOU CAN SIT FOR. KNOW YOUR LIMITS... IF YOU BOOK A HALF DAY AND CAN'T SIT FOR IT YOU WILL BE CHARGED FOR A MINIMUM OF 3 HOURS. IF YOU BOOK A FULL DAY AND CAN'T SIT YOU WILL BE CHARGED FOR A MINIMUM OF 6 HOURS.**

**Q. CAN I RETURN ANY ITEMS I PURCHASE FROM THE SHOP?**

**A. NO. EVERYTHING IS FINAL SALE. NO EXCEPTIONS.**

**Q. WHAT SHOULD I DO IF I NEED TO RE-BOOK APPOINTMENT?**

**A. LIFE GETS BUSY SOMETIMES, BUT AS LONG AS YOU PROVIDE US WITH 72 HOURS NOTICE IN PERSON OR ON THE PHONE (VOICEMAIL IS NOT ACCEPTABLE), YOU WILL BE RE-BOOKED WITHOUT LOSS OF DEPOSIT. IF YOU HAVE ALREADY RE-BOOKED ONCE YOU WILL LOSE YOUR DEPOSIT AND HAVE TO PUT DOWN A NEW DEPOSIT. EMAILS AND PHONE MESSAGES WILL NOT BE SEEN AS VERBAL CONFIRMATION OF THE NEED TO CHANGE THE APPOINTMENT AND WILL RESULT IN THE LOSS OF DEPOSIT. PLEASE NOTE IF YOU DON'T SHOW UP FOR YOUR APPOINTMENT OR DO NOT GIVE SUFFICIENT NOTICE OF 72 HOURS AND REBOOK AT THAT TIME, YOU WILL LOSE YOUR DEPOSIT AND WILL NEED TO PUT DOWN A NEW DEPOSIT TO REBOOK A NEW APPOINTMENT. THOSE THAT CANCEL OR DON'T SHOW UP THE DAY OF THEIR APPOINTMENT WILL ALSO BE CHARGED AN ADDITIONAL CHARGE OF \$20 UPON REBOOKING TO COVER WASTED MATERIALS AND INSTRUMENTS. YOUR DRAWING WILL ALSO BE UP FOR GRABS IF YOU DON'T REBOOK IMMEDIATELY UPON CANCELLATION FOR SOMEONE ELSE AND WILL BE POSTED FOR WHOEVER IS INTERESTED IN GETTING THE IMAGE TATTOOED. KNOW YOUR LIMITS... IF YOU BOOK A HALF DAY AND CAN'T SIT FOR IT YOU WILL BE CHARGED FOR A MINIMUM OF 3 HOURS. IF YOU BOOK A FULL DAY AND CAN'T SIT YOU WILL BE CHARGED FOR A MINIMUM OF 6 HOURS.**

**Q. WHAT SHOULD I DO IF I HAVE QUESTIONS OR CONCERNS?**

**A. CALL THE SHOP AND WE CAN EITHER TALK OVER THE PHONE OR FIND AN APPROPRIATE TIME FOR YOU TO COME IN AND TALK IN PERSON.**

**Q. WHAT SHOULD I DO BEFORE MY TATTOO APPOINTMENT?**

**A.**

**1. MAKE SURE TO GET A GOOD NIGHT'S REST AND TO EAT WELL - BRING A SNACK FOR LONG SITS. GOOD THINGS ARE JUICE, POWERADE, CANDY - NOTHING MESSY.**

**2. COME WELL RESTED AND SOBER. NO ALCOHOL 24 HOURS BEFORE APPOINTMENT. ABSOLUTELY NO DRUGS!!! NOTE: IT IS A GOOD IDEA TO GET REST AND NOT DRINK THE DAY YOU GET YOUR TATTOO.**

**3. AVOID WEARING YOUR BEST CLOTHES AS THEY MAY GET INK ON THEM. FOR THOSE GETTING TATTOOS IN MORE PERSONAL AREAS YOU SHOULD WEAR CLOTHING THAT IS GOING TO MAKE THE ARTISTS JOB EASIER AND SOMETHING THAT IS GOING TO BE COMFORTABLE FOR**

**YOU AS WELL. IE: FOR THE AREA UNDER THE BREAST A BIKINI TOP OR CUPS MAY WORK, BUT BAND-AIDS TO COVER THE NIPPLES ARE BEST. OR IN THE CASE OF THE HIP BIKINI BOTTOM WORKS GREAT. BE WISE ABOUT YOUR CHOICES. REMEMBER COMFORTABLE, ACCESSIBLE, CLEAN AND FREE OF LINT, DIRT AND PET HAIR.**

**4. NO TYLENOL, ADVIL, PAIN KILLERS, BLOOD THINNERS, OR NUMBING CREAMS.**

**5. PLEASE SHOWER AND PUT ON CLEAN CLOTHES VOID OF LINT, DIRT AND PET HAIR. KEEP IN MIND THAT YOU WILL HAVE A BANDAGE ON AFTER YOUR APPOINTMENT THAT NEEDS TO STAY ON UNTIL THE NEXT DAY. IF YOU PLAN ON GOING OUR LATER THAT DAY OR NIGHT KEEP IN MIND THAT YOU WILL NOT BE ABLE TO SHOWER UNTIL THE DAY AFTER YOUR APPOINTMENT.**

**6. FIND A BABYSITTER... A TATTOO SHOP IS NOT A SAFE ENVIRONMENT FOR YOUR CHILD.**

**7. IF YOU ARE GETTING LETTERING TRIPLE CHECK THE SPELLING.**

**8. BRING YOUR GOVERNMENT ISSUED PICTURE ID.**

**9. MAKE ALL ARRANGEMENTS FOR PICK-UP AND DROP OFF OR ANYTHING ELSE YOU HAVE PLANED THAT DAY.**

**10. REMEMBER THAT THERE IS NO ROOM FOR HAND HOLDERS. IF YOU MUST HAVE ONE, AND ONLY ONE, THEY ARE TO REMAIN IN THE WAITING AREA AND MUST ABIDE BY SHOP RULES.**

**11. DUE TO ALLERGIES, PLEASE REFRAIN FROM WEARING PERFUME, LOTION, OR ANYTHING ELSE CONTAINING COCONUT!!!**

**12. CELL PHONES NEED TO HAVE RINGER TURNED OFF AND BE PUT AWAY DURING TATTOO. NO EXCEPTIONS! IF YOU NEED TO CHECK YOUR PHONE YOU CAN DO SO WHEN YOU TAKE A BREAK.**

**13. REMEMBER YOUR MANNERS AND BE RESPECTFUL!**

**LASTLY AS A THANK YOU TO THOSE THAT SUPPORT WHAT WE DO... LIKE AND FOLLOW OR FACEBOOK AND INSTAGRAM PAGES FOR CHANCES TO WIN ALL YEAR LONG.**