

POLICIES

01. RESCHEDULING / CANCELLATIONS:

- A minimum 72-hour notice is required to reschedule your appointment. If rescheduled before the 72-hour window, your deposit may be transferred to a new date. Any reschedule made with less than 72 hours' notice will result in a forfeited deposit.
- Cancellations of any kind result in the loss of your deposit. If you arrive more than 15 minutes late, fail to follow pre-care instructions, have unapproved previous permanent makeup, or if a contraindication prevents me from performing the service, your deposit will be forfeited and a new deposit will be required to rebook.
- No-call/no-shows will be charged 100% of the service and will not be eligible to rebook.

02. TOUCH-UPS:

- Cosmetic tattooing is a multi-step process, and touch-ups are a required part of achieving your final result. Touch-ups are typically booked between 8–20 weeks (depending on the service), and are NOT included in the cost of the initial session. No touch-ups can be done before the healing window is over.
- Some clients may require additional sessions based on skin type, healing, lifestyle, or design changes. Cosmetic tattoos can last 1–3+ years depending on how your tattoo fades. Please wait until the area is at least 50–60% faded before returning for a color boost.

03. PREVIOUS WORK

- If you have EVER had permanent makeup done by ANY artist—even years ago—you must receive written approval PRIOR to booking. Previous work must be at least 70–90% faded for me to safely and effectively work over it. This ensures natural-looking results and avoids pigment buildup.
- Booking without approval will result in a forfeited deposit and a new deposit will be required to rebook. If your previous work is not faded enough, laser removal may be recommended. To request approval, submit clear, makeup-free photos to info@dahlhouseco.com before booking.

04. PAYMENTS

- **A non-refundable, non-transferable 50% deposit is required to secure your appointment. This deposit includes up to two reschedules. After two reschedules, a new deposit will be required.**
- **The remaining balance is due at your appointment and must be paid via Zelle, Venmo, or cash. Credit cards are not accepted for final payment. By booking, you agree to this payment structure.**
- Consultations are free to book. However, if you no-call/no-show, a \$50 fee will be charged to the card on file.
- Prices are subject to change at any time and do not include future touch-ups unless otherwise specified. Payments are to be made in full, we do not accept payment plans or partial payments.

05. CAN I BRING A GUEST?

- No guests are allowed in the studio during your appointment. This includes children. If you require a guest for medical or language support (translator, aid, etc.), please contact me before booking. This policy is in place for safety and space reasons and is strictly enforced.

PLEASE NOTE:

- By booking an appointment, you acknowledge that healed results will vary based on your individual skin, lifestyle, and aftercare compliance. No refunds will be given due to healed results or personal preference once the procedure is complete.
- Dahl House Co. reserves the right to refuse service to anyone for any reason, including but not limited to: suspected contraindications, poor communication, or inappropriate behavior.

CONTRAINDICATIONS

Before booking a cosmetic tattoo procedure, you must review the following medical disqualifications. These guidelines exist to protect your safety and ensure the integrity of the procedure.

The following are absolute contraindications. If any of these apply to you now—or at any point leading up to your appointment—you are not eligible for a cosmetic tattoo:

- Under the age of 18
- Pregnant or currently breastfeeding
- History of seizures, fainting, or epilepsy
- Allergies to topical pigments, lidocaine, or common cosmetic ingredients
- Currently taking Accutane or have taken it within the past 12 months
- Diagnosed with a transmittable blood condition (Hepatitis, HIV, etc.)
- History of keloid or hypertrophic scarring
- Currently undergoing chemotherapy or radiation, or within the last 6 months
- Sunburn, rash, open wounds, or active infection on the treatment area
- Active acne, eczema, psoriasis, or dermatitis on the treatment area
- Actively smoking tobacco (lip blush or neutralization clients only)
- Have experienced any sort of illness including fever, runny nose, sore throat, etc.

These conditions do not automatically disqualify you, but you may need to provide a doctor's note or wait until the condition is stable. You will not be tattooed without proper clearance or timing adjustments.

- Diabetes (doctor's note confirming stable condition required)
- Autoimmune disorders (doctor's clearance may be requested)
- Mitral valve disorder (doctor's clearance required)
- High blood pressure (must be managed and stable)
- Glaucoma or currently taking blood-thinning medications
- History of post-inflammatory hyperpigmentation (PIH)
- Currently taking immunosuppressants or corticosteroids
- Recent chemotherapy or radiation (between 6–12 months ago, doctor's clearance required)
- Botox or filler (must wait at 6 weeks after your last appointment)
- Oral and topical antibiotics should be completed at least 4 weeks prior to your appointment
- Received any sort of vaccine within 5–7 days of the procedure

Please note: many of these conditions and medications can impact pigment retention, healing time, or your overall suitability for cosmetic tattooing. If you are unsure, please reach out prior to booking or consult with your physician.

PRE-CARE:

To ensure you're a good candidate and to protect your results, please read the following instructions carefully before booking. Failure to follow these steps may result in cancellation or loss of your deposit.

12 weeks before (lash line only):

- Discontinue all lash growth serums (e.g., Latisse or similar).

8 weeks before:

- Avoid chemical or laser peels in or near the treatment area.
- Do not schedule facial laser resurfacing or intense skin treatments.

6 weeks before:

- No Botox, filler, or any cosmetic injections in or near the treatment area.
- Discontinue use of Retin-A, tretinoin, or high-strength retinol.

4 weeks before:

- Stop using chemical exfoliants such as AHAs, BHAs, glycolic acid, salicylic acid, acne treatments, or brightening products near the area.
- Discontinue use of oral or topical antibiotics.

2 weeks before:

- Avoid tanning or sunburn near the treatment area.
- Do not wax, tweeze, thread, or tint brows.
- Avoid scheduling other facial services
- Avoid dermaplaning or microdermabrasion near the treatment area.
- Stop using active skincare or heavy eye creams around the area.

1 week before:

- Stop taking fish oil, Omega-3s, Vitamin E, and herbal supplements.
- Drink a minimum of 8 full glasses of water per day to stay hydrated.

48 hours before:

- Avoid alcohol, energy drinks, pre-workout, aspirin, ibuprofen, niacin, blood thinners, painkillers, and facial scrubs.

24 hours before:

- Avoid caffeine (coffee, tea, energy drinks).
- Eat a full meal and arrive well-hydrated.

You will receive this
pre-care again in your
confirmation email!

Day of appointment:

- Wear glasses if you're a lash client—no contact lenses and no eye makeup.
- Lash clients: arrive with clean, bare eyes.
- Lip clients: avoid salty, spicy, or acidic foods beforehand.

LIPS

- Begin daily gentle exfoliation 5–7 days before your appointment (sugar scrub).
- Hydrate lips daily with Aquaphor, Vitamin E, or A&D ointment (the more hydrated the better!).
- Do **not** attend your appointment with cracked, dry, or chapped lips.
- Avoid lipstick, lip gloss, or sun exposure the week of your appointment.

If you've EVER had a cold sore:

- Begin antiviral medication (e.g., Valtrex or Acyclovir) 1 week before your appointment.
- Continue through the day of and 1 week after your appointment.
- If you are prone to outbreaks, wait at least 4 weeks after your last outbreak before booking.

LASH LINE

- Remove lash extensions at least 5–7 days before your appointment.
- No lash lifts, tints, or perms for 2+ weeks prior.

AFTER-CARE

Each cosmetic tattoo service (brows, lips, and lash line) will have its own healing timeline and care instructions, but there are general aftercare practices that apply to all procedures. Understanding these expectations before booking will help you plan appropriately and protect your results.

GENERAL HEALING TIMELINE & WHAT TO EXPECT:

All cosmetic tattoos go through a healing process that can include:

- Pigment appearing darker, bolder, or more defined for the first few days
- Minor swelling, tightness, irritation, or tenderness in the treated area
- Flaking or light peeling typically starting around day 3–5
- Unevenness or patchiness while the skin regenerates
- Color softening over time—final results are not visible until full healing is complete

Everyone heals differently based on skin type, lifestyle, and how well aftercare is followed. Try to avoid scheduling major events, photoshoots, or vacations immediately after your appointment. Healing is typically discreet but can be visible.

TIMEFRAME FOR HEALING BY SERVICE:

- Brows: Expect a full healing period of 10–14 days. Flaking might be more noticeable than other areas.
- Lips: Healing usually takes 5–7 days. Lips may feel tight, dry, or mildly swollen.
- Lash Line: Heals in approximately 7–10 days. Slight swelling or eye sensitivity may occur for 24–48 hours.

GENERAL AFTERCARE PRACTICES FOR ALL SERVICES

For the first 7–10 days (or as advised by your artist), **avoid the following:**

- Direct sun exposure and tanning
- Swimming in pools, oceans, or lakes
- Saunas, steam rooms, or hot tubs
- Intense exercise or sweating
- Applying makeup, skincare, sunscreen, or ointments not provided or approved by your artist
- Touching, scratching, or peeling the treated area
- Sleeping directly on your face or treated area

SUPPORT & AFTERCARE KIT

You will receive detailed, written aftercare instructions and an aftercare kit on the day of your appointment. The kit will include everything you need to support healing and protect your results. These instructions will be specific to the service you received, so there should be no confusion about what to do and when.

Please Note:

Cosmetic tattooing is a healing process. Some fading, flaking, or color changes are completely normal in the first few weeks. If you have any concerns during your healing process, you're always welcome to reach out. You'll also be scheduled for a touch-up to perfect your final result.