

Terms and Conditions

Last Updated: 10-27-2025

Welcome to Emerald Studio for Permanent Makeup LLC, DBA Emerald & Co. Face and Body (“we,” “us,” or “our”). By accessing our website, booking an appointment, or purchasing any of our services or products, you agree to the following Terms and Conditions. Please review them carefully before booking or purchasing.

1. General Information

Our services and website are intended for clients 18 years of age or older. By using our site or scheduling an appointment, you confirm that you meet this requirement and that all information you provide is accurate and complete.

We may update or modify these Terms and Conditions at any time without prior notice. Continued use of our site or services after such updates constitutes your acceptance of the revised terms.

2. Booking Policy

Appointments must be booked at least 24 hours in advance through our online booking system or by contacting us directly.

To secure your appointment, a non-refundable booking fee or deposit is required at the time of booking. The amount varies depending on the service selected and will be clearly displayed during checkout.

Your booking fee will be applied toward the total cost of your scheduled service.

3. Cancellations, Rescheduling, and No-Shows

We understand that plans can change. However, to respect both our clients' time and our scheduling, the following policies apply:

- Cancellations or rescheduling must be made at least 24 hours in advance of your appointment time.
- Cancellations or rescheduling requests made less than 24 hours in advance, or any no-show, will result in forfeiture of the booking fee.
- A new booking fee/deposit will be required to schedule a future appointment following a late cancellation or no-show.
- Clients who arrive late may experience a shortened service or may need to reschedule at our discretion.

4. Payments

Payment for services is due at the time of your appointment unless otherwise arranged.

We accept the following payment methods:

Cash, credit cards, debit cards, Afterpay, Cherry Payments, and digital wallets.

Prices for services and products are subject to change without notice; however, changes will not affect confirmed bookings.

5. Refunds and Returns

All booking fees and service payments are non-refundable.

Refund and return policies for retail merchandise vary by product type and are outlined separately on our website's Retail Policy page.

6. Client Responsibilities

To ensure the best and safest experience, clients must provide accurate and complete information regarding their health history, allergies, medications, or other relevant conditions before receiving treatment.

Failure to disclose important information may result in refusal or modification of services for your safety.

7. Liability Disclaimer

All services are provided by trained professionals with the highest regard for client safety and satisfaction. However, Emerald Studio for Permanent Makeup LLC is not responsible for adverse reactions, conditions, or results that occur if aftercare instructions are not properly followed or if pre-existing conditions were not disclosed.

By booking and receiving services, you acknowledge and accept these inherent risks.

8. Intellectual Property

All content on this website—including text, images, graphics, and logos—is the property of Emerald Studio for Permanent Makeup LLC, DBA Emerald & Co. Face and Body and may not be reproduced, copied, or distributed without written permission.

9. Privacy Policy

Your privacy matters to us. Personal information collected through bookings, contact forms, or purchases is handled in accordance with our Privacy Policy, available on our website.

10. Governing Law

These Terms and Conditions are governed by and interpreted according to the laws of the Commonwealth of Kentucky, without regard to conflict of law principles.

11. Contact Information

If you have any questions about these Terms and Conditions, please contact us at:

Emerald Studio for Permanent Makeup LLC

DBA Emerald & Co. Face and Body

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