

**WE'VE MISSED YOU ALL & WE'RE EXCITED TO GET BACK TO WORKING WITH YOU!**

**PLEASE ASSIST US BY TAKING THE TIME TO READ THE FOLLOWING SAFETY MESSAGE REGARDING OUR NEW & IMPORTANT COVID-19 PRECAUTIONS BEFORE ARRIVING AT THE STUDIO:**

- ☐ HEALTH & SAFETY has always been (& will always be) our TOP PRIORITY.
- ☐ To SUCCESSFULLY ACHIEVE all the newly required COVID-19 precautions, WE NEED YOUR HELP!!

## **APPOINTMENT SCHEDULING INFO**



- ☐ Due to state mandate, **ALL SERVICES MUST BE BY APPOINTMENT ONLY** (EVEN JEWELRY SALES) – so for the time being, WE WILL NOT BE ABLE TO ACCEPT ANY WALK-INS. ☹️

★ This is a HUGE change for us & we hope this requirement will only be temporary...but for now we must abide.

★ Please help us by booking your appointment ahead of time & be understanding of the fact that we cannot accommodate walk-ins at this time.

- ☐ **PIERCING APPOINTMENTS CAN STILL BE MADE BY CALLING THE STUDIO @ 517-333-0990.**

★ PLEASE BE ADVISED THAT DUE TO THE MASK REQUIREMENT & COVID BEING A RESPIRATORY DISEASE, WE ARE NOT CURRENTLY PROVIDING ANY SERVICES THAT REQUIRE THE REMOVAL OF YOUR MASK.

✓ THIS INCLUDES THINGS LIKE NOSTRIL PIERCINGS, SEPTUM PIERCINGS, LIP PIERCINGS, & TONGUE PIERCINGS - AS WELL AS JEWELRY INSERTIONS & ASSESSMENTS OF THESE PIERCINGS.

✓ WE'RE SUPER BUMMED ABOUT THIS, BUT IT'S THE SAFEST WAY TO GO ABOUT THINGS GIVEN THE CURRENT CIRCUMSTANCES.

✓ WE HOPE TO BE ABLE TO OFFER THESE SERVICES AGAIN SOON & WILL KEEP YOU POSTED VIA OUR WEBSITE & SOCIAL MEDIA!!

★ DUE TO THE UNFORTUNATELY HIGH NUMBER OF NO-CALL-NO-SHOWS FOR PIERCING APPOINTMENTS, WE HAVE FOUND IT NECESSARY TO IMPLEMENT A \$20 NON-REFUNDABLE DEPOSIT FOR ALL PIERCING APPOINTMENTS & A \$10 NON-REFUNDABLE DEPOSIT FOR ALL JEWELRY INSERTIONS & PIERCING ASSESSMENTS TO ENSURE CLIENTS WILL SHOW UP FOR THEIR SCHEDULED APPOINTMENT TIME.

✓ **100% OF YOUR DEPOSIT WILL BE DEDUCTED FROM YOUR SERVICE.**

✓ **IF YOUR SERVICE FEE IS LESS THAN YOUR DEPOSIT AMOUNT, WE WILL GLADLY REFUND YOU THE DIFFERENCE.**

□ **ALL TATTOO APPOINTMENTS REQUIRE A TIME & PRICE QUOTE FROM AN ARTIST BEFORE WE CAN SCHEDULE YOU.**

□ **IF YOU'RE INTERESTED IN BOOKING A TATTOO APPOINTMENT, PLEASE FOLLOW THESE STEPS IN ORDER FOR US TO BEST ASSIST YOU:**

★ **Shoot us an email thru our website contact form**

[\(https://splashtattoos.com/contact/\)](https://splashtattoos.com/contact/) - or you may email us directly @ info@splashtattoos.com.

★ **PLEASE INCLUDE AS MUCH INFORMATION AS POSSIBLE, INCLUDING:**

- ✓ Use a very clear subject line (ex: appointment request – Cali; appointment request - first available artist; price quote for Woody)
- ✓ YOUR FIRST & LAST NAME.
- ✓ YOUR EMAIL ADDRESS & YOUR PHONE NUMBER.
- ✓ THE NAME OF YOUR PREFERRED ARTIST
  - IF YOU DO NOT HAVE AN ARTIST PREFERENCE, WE WILL BE SURE TO LINK YOU UP WITH THE ARTIST THAT BEST SUITS YOUR NEEDS BASED ON ARTWORK STYLE.
- ✓ ARE YOU AVAILABLE TO DO A VIRTUAL CONSULTATION? (I.E. ZOOM, FACETIME, ETC.)
- ✓ A DETAILED DESCRIPTION OF YOUR ARTWORK.
  - INDICATE YOUR PREFERRED ARTWORK COLORS
  - ATTACH PICTURES OF ANY VISUAL REFERENCE(S) YOU MAY HAVE.
- ✓ WHERE ON YOUR BODY YOU WOULD LIKE THE TATTOO PLACED.
  - INCLUDE LEFT OR RIGHT SIDE OF YOUR BODY, WHERE APPLICABLE
- ✓ THE SIZE (IN INCHES) YOU WOULD LIKE THE FINISHED TATTOO TO BE.
- ✓ ADDITIONAL DETAILS/QUESTIONS (I.E. OTHER TATTOOS TO WORK AROUND, SCARS, IF YOU HAVE A CERTAIN APPOINTMENT DATE IN MIND, ETC)
- ✓ ANY OTHER INFORMATION YOU FEEL PERTINENT TO YOUR TATTOO APPOINTMENT.

★ **ONCE WE RECEIVE YOUR EMAIL, we will get a time & price quote from your Artist.**

★ **AFTER WE RECEIVE A TIME & PRICE QUOTE FROM YOUR ARTIST,** we will reach out to you by phone &/or email to provide you with that info.

★ From there we can **get your appointment scheduled.** ☺

★ THERE IS A \$50 NON-REFUNDABLE DEPOSIT FOR ALL TATTOO APPOINTMENTS UNDER 3-HOURS, A \$100 NON-REFUNDABLE DEPOSIT FOR TATTOO APPOINTMENTS 4-6 HOURS, & A \$150 DEPOSIT FOR ALL TATTOOS OVER 6 HOURS.

✓ **100% OF YOUR DEPOSIT WILL BE DEDUCTED FROM YOUR TATTOO.**

✓ **IF YOUR TATTOO FEE IS LESS THAN YOUR DEPOSIT AMOUNT, WE WILL GLADLY REFUND YOU THE DIFFERENCE.**

□ To keep things as **FAIR & SMOOTH AS POSSIBLE** for everyone, we are contacting Clients on a **first-come-first-serve basis**, in the order that we receive each email.

★ So if you've already emailed us - we've got you!

★ Please hang tight & we'll be in touch as soon as we can.

★ If you have not heard from us within 48 hours of sending your email, please do give us a call as sometimes there are glitches in the system & we want to make sure you're taken care of & not accidentally overlooked.

□ **IF YOU HAVE ANY QUESTIONS ABOUT AN APPOINTMENT YOU'VE ALREADY SCHEDULED WITH US,** please email the Studio ([info@splasztattoos.com](mailto:info@splasztattoos.com)) & put "QUESTION ABOUT EXISTING APPT" in the subject line & be as detailed as ya can about your appointment in the body of your email.

## THINGS TO KNOW BEFORE YOU ARRIVE

□ Since **ALL SERVICES MUST NOW BE BY APPOINTMENT ONLY (EVEN JEWELRY SALES),** we ask that you PLEASE HELP US MAKE THIS TRANSITION AS SMOOTH AS POSSIBLE BY **SCHEDULING YOUR APPOINTMENT AHEAD OF TIME** because **WE ARE NOT BE ABLE TO ACCEPT ANY WALK-INS for the time being.** ☺



- **To adhere to social distancing guidelines & minimize the number of people in the Studio at any given time, we kindly ask that you plan to arrive solo for your appointment.**



★ THE ONLY EXCEPTIONS ARE FOR:

- OUR CLIENTS UNDER THE AGE OF 18, in which case the MINOR CLIENT must be accompanied by a parent (or legal guardian) – preferably one that resides in the same household.
  - The parent (or legal guardian) must be present for the duration of the entire procedure.
- OUR CLIENTS WITH DISABILITIES: in which case your caregiver (or legal guardian) may accompany you to your appointment & must be present for the duration of the entire procedure.

- **For the SAFETY OF ALL, we're following CDC and State screening guidelines, so PLEASE BE ON THE LOOKOUT FOR OUR CALL THE DAY BEFORE YOUR APPOINTMENT so THAT WE MAY ASK YOU THE FOLLOWING HEALTH-SCREENING QUESTIONS:**

- ★ **DO YOU HAVE ANY SYMPTOMS OF RESPIRATORY INFECTION, *coughing, shortness of breath, difficulty breathing, sore throat, recent loss of taste* - OR - *at least 2 of the following symptoms: fever, chills, muscle pain, headache?***

★ HAVE YOU HAD ANY KNOWN EXPOSURE TO ANYONE WHO HAS TESTED POSITIVE FOR COVID-19 *or is anyone in your household experiencing flu-like symptoms?*

★ HAVE YOU HAD ANY RECENT EXPOSURE *to anyone with flu-like symptoms or other communicable disease?*

★ HAVE YOU RECENTLY TRAVELLED *to any high-risk regions?*

★ HAVE YOU RECENTLY TRAVELLED *on an airplane, train, bus or cruise ship?*

★ WE'LL ALSO BE ASKING THESE QUESTIONS WHEN WE SCHEDULE YOUR APPOINTMENT & AGAIN WHEN YOU ARRIVE AT THE STUDIO...(PLEASE BEAR WITH US - *we really don't want to ask everyone the same questions 3 times - but FOR SAFETY'S SAKE, WE HAVE TO*).

□ IF YOU ALREADY HAVE AN APPOINTMENT SCHEDULED & START EXPERIENCING ANY OF THE ABOVE LISTED SYMPTOMS – *or if your immune system is compromised in any way* - PLEASE CONTACT US TO RESCHEDULE *your appointment!!*

★ YOUR DEPOSIT WILL BE HONORED.

□ **A NOTE ON MASK USAGE WHILE IN THE STUDIO:** *If you're unable or unwilling to wear a surgical mask the entire time you're inside the Studio,* PLEASE UNDERSTAND THAT FOR HEALTH & SAFETY REASONS, WE WILL HAVE TO POSTPONE YOUR APPOINTMENT UNTIL THE MASKING REQUIREMENT IS LIFTED BY THE STATE.

★ WE APPRECIATE YOUR COOPERATION, UNDERSTANDING & WILLINGNESS TO HELP US WITH THIS!



□ *To minimize cross-traffic & maintain social distancing throughout the Studio,* PLEASE MAKE EVERY EFFORT TO USE THE RESTROOM BEFORE YOU ARRIVE.

★ *Should you need to use the restroom while you're here,* a Staff Member will escort you to the back foyer, unlock the Restroom door for you, then wait in the foyer to escort you back into the Studio.

## WHAT TO EXPECT ONCE YA GET HERE:

□ PLEASE ARRIVE ON TIME FOR YOUR APPOINTMENT.

- ★ **If you're running late or something comes up & ya can't make it, PLEASE DO US THE KINDNESS OF GIVING A QUICK COURTESY CALL SO THAT WE MAY OFFER THAT TIME TO ANOTHER CLIENT. (*Thank You in advance!* 😊)**
- ★ **UNFORTUNATELY, OUR LOBBY/WAITING AREA IS CLOSED, so we ask that you *arrive at your scheduled appointment time.***
- ★ **We're doing our very best to stagger arrival times so that you avoid long wait times & to ensure everyone can maintain appropriate social distance.**
  - **That being said, *this way of doing things* IS NEW FOR ALL OF US & WE'RE ALL LEARNING AS WE GO. PLEASE BE PATIENT & BE KIND WITH OUR STAFF & YOUR FELLOW CLIENTS.**
- **WE'RE ASKING THAT ALL CLIENTS ENTER THRU THE FRONT DOOR ONLY (GRAND RIVER AVE), *unless you require physical assistance.***
  - ★ **EVERYONE WILL EXIT THRU THE BACK DOOR ONLY.**
  - ★ **SHOULD YOU REQUIRE USE OF THE ELEVATOR & NEED TO ENTER THRU OUR BACK DOOR, PLEASE LET US KNOW AHEAD OF TIME SO THAT WE MAY BE PREPARED TO ASSIST YOU.**
- **WHEN YOU ARRIVE, A WE'LL HAPPILY GREET YOU AT THE FRONT DOOR *to confirm your scheduled appointment, verify that you're healthy, & provide you with a new, surgical face mask.***
- **ONCE YOUR MASK IS ON, WE'LL SHOW YOU INTO THE STUDIO, WHERE YOU'LL BE PROVIDED WITH HAND SANITIZER *to clean your hands before heading to check-in with our awesome Counter Staff.***
- **ONCE YOU'RE ALL CHECKED-IN, YOUR TATTOO ARTIST, PIERCER, OR LASER TECH WILL ESCORT YOU BACK TO THE PROCEDURE ROOM *where you'll fill out your Release Form, review your Aftercare Instructions & have the opportunity address any questions or concerns you might have before your procedure begins.***
- **EXPECT TO SEE OUR STAFF WEARING SURGICAL MASKS IN THE COMMON AREAS OF THE STUDIO & EXPECT YOUR TATTOO ARTIST, PIERCER, OR LASER TECH TO WEAR A KN95 MASK (ALONG WITH OTHER NECESSARY PROTECTIVE EQUIPMENT) DURING YOUR PROCEDURE.**
- ***In addition to the medical-grade Nitrile gloves we've always worn,* TATTOO ARTISTS, PIERCERS, & LASER TECHS WILL ALSO BE WEARING KN95 MASKS ALONG WITH A FACE SHIELD (OR SAFETY GLASSES) & OTHER NECESSARY PROTECTIVE EQUIPMENT DURING YOUR PROCEDURE.**
- **TO BEST PROTECT THEMSELVES, *our Tattoo Artists will also be sporting a new (not-so-welcome or fancy, LoL) Fluid-Resistant Lab Coat for each procedure.***

- ☐ WE'VE INSTALLED A SMALL LOCKER IN EACH PROCEDURE ROOM ***for you to place your personal belongings when you arrive.***
- ☐ PLEASE MAKE AN EFFORT TO MINIMIZE THE NUMBER OF ITEMS YOU BRING INTO THE STUDIO.
- ☐ WE ENCOURAGE TATTOO CLIENTS WITH LONGER SESSIONS TO BRING SNACKS &/OR BEVERAGES TO KEEP YOUR BLOOD SUGAR LEVEL & YOUR BODY HAPPY, ***however, they must be placed in your locker during the procedure, with access given during breaks.***
- ☐ IN AN EFFORT TO KEEP RESPIRATORY TRANSMISSION TO AN ABSOLUTE MINIMUM, WE WON'T BE CHATTING IT UP WITH YA AS MUCH AS WE'D LIKE TO – ***so for longer tattoo procedures, YOU'RE WELCOME (& ENCOURAGED) TO BRING HEADPHONES & tune out into your favorite jams or pod cast during your tattoo procedure.***
- ☐ ALL PORTFOLIOS, MAGAZINES, & BROCHURES HAVE BEEN REMOVED FROM THE STUDIO.
- ☐ OUR VENDING MACHINES, BEVERAGE CART & SUCKER STAND HAVE ALSO BEEN REMOVED FROM THE STUDIO.
- ☐ AS ALWAYS – BUT EVEN MORE SO - WE WILL BE RIGOROUSLY CLEANING & DISINFECTING EVERY SURFACE WITHIN THE STUDIO.

**THANK YOU FOR YOUR PATIENCE & UNDERSTANDING** as we navigate through these uncharted waters together & take the extra precautions necessary to provide the **SAFEST ENVIRONMENT POSSIBLE** for ALL who visit & work at Splash.

**We appreciate you more than ya know & look forward to seeing you VERY soon!!**