



Terms & conditions

Last updated: 7 October 2026 · Version 1.3

AGUILA Tattoo
Richelle Gabunia

Mayergasse 14/6
1020 Vienna, Austria
office@aguila-tattoo.com

1. Scope & services

These terms apply to the individually agreed tattoo services provided by Richelle Gabunia, sole proprietor trading as AGUILA Tattoo, at her private studio in Vienna.

Services

Personal consultation

Discussion of your motif, size, placement, approach and individual total price.

Custom tattoo design

Creation and preparation of a motif designed specifically for you, including agreed adjustments.

Tattooing

Application of the agreed design, with personal information about the procedure and written aftercare instructions.

Touch-ups

Separately agreed touch-up appointments. The rules on cosmetic adjustments and statutory warranty are set out in section 9.

When these terms apply

These terms become part of your contract only if you are told about them, can read them in full before entering the contract and agree to their application. Individually agreed terms take precedence.

Enquiries & appointments

An enquiry through the form, email or Instagram is non-binding. The scope of services, motif, placement, total price and appointment are agreed at the in-person consultation. A tattoo appointment becomes binding only after express agreement and payment of the deposit. The studio works by appointment only; walk-ins are not available.



2. Age & prerequisites

AGUILA Tattoo only tattoos clients aged 18 or over. Bring an official photo ID. You must be sober and in a condition that allows safe treatment. No tattooing takes place during pregnancy or breastfeeding, acute illness or under the influence of alcohol or drugs.

Before entering a contract, projects may be declined for health, technical or artistic reasons, including ethically inappropriate designs or unsuitable placements. If an agreed project must change or be cancelled, the reason and next steps will be discussed with you. Your statutory rights remain intact.

3. Health, information & consent

Before treatment, truthfully disclose relevant allergies, skin conditions, infections, chronic illnesses, diabetes, bleeding disorders, immunosuppression, pregnancy and medication, particularly blood thinners. Communicate changes before your appointment promptly. Tattooing will not proceed if a contraindication exists; medical clarification is required when necessary.

Before tattooing, you receive a personal explanation of the procedure, aftercare, potential adverse reactions, permanence and the risks of removal. The explanation and your voluntary informed consent are separately confirmed in writing. Agreeing to these terms does not replace that consent.

4. Hygiene & records

Treatment follows applicable Austrian hygiene and professional rules, using sterile single-use needles and suitable disposable materials. Allergic reactions, inflammation and individual differences in healing may still occur despite careful work.

Consent, confirmation of the information provided, a short description of the service and batch numbers of inks and materials are recorded and kept available for ten years under section 4 of the Austrian professional rules for piercing and tattooing. You receive a copy of the relevant records.

5. Custom design & changes

Every design is made individually for you and your placement. Designs are generally discussed together on the tattoo day rather than sent in advance. Minor adjustments can be made in the studio. Please communicate major changes early. Additional work, a revised price or a replacement appointment are expressly agreed before work proceeds.

Copyright in protected designs and drawings remains with Richelle Gabunia. Your agreed tattoo and private photographs of it are permitted. Further reproduction, sharing of design files, commercial use or copying by another studio requires permission unless statutory usage rights apply.



6. Price, deposit & payment

Your individual total price is provided exclusively at the in-person consultation. It depends on the design, size, placement, style and work involved. The minimum price is €120. Agreed prices are final prices including legally applicable taxes. Additional services require prior agreement on their price.

A €100 deposit is paid at the consultation to confirm the tattoo booking. It is deducted in full from the total price. The balance is due on the tattoo day.

Payments are generally made by instant bank transfer. Cash payments are also accepted. Card payments are not available. You receive a payment receipt.

7. Rescheduling & cancellation

If you need to cancel or reschedule, contact office@aguila-tattoo.com as early as possible. No cancellation fee applies if you give at least 48 hours' notice before the appointment. The deposit remains as credit for your replacement appointment. Statutory rights to repayment, particularly on a statutory withdrawal, are unaffected.

For a cancellation attributable to you less than 48 hours before the appointment or an unexcused no-show, a cancellation fee up to the €100 deposit may apply. Saved expenses and income from a replacement booking are taken into account. You may demonstrate that no loss or a smaller loss occurred, reducing the claim accordingly. Statutory rights and judicial powers to reduce the fee remain unaffected.

If Richelle needs to reschedule, a replacement appointment is agreed with you and the deposit credited to it. If the studio cancels definitively or no replacement appointment is agreed, the deposit for the unperformed service is refunded. Further statutory rights remain intact. This cancellation fee does not apply to a statutory withdrawal.

8. Aftercare & studio visit

You receive written aftercare instructions. Follow them and report any concerns promptly. Seek medical help for signs of inflammation, an allergic reaction or other health complications. Richelle does not replace medical treatment.

Wear comfortable clothing that gives access to the placement and can get stained. Whether and to what extent incorrect aftercare contributed to damage is assessed under the applicable law; your rights are not excluded across the board.



9. Touch-ups & statutory warranty

For optional touch-ups or changes unrelated to a defect in the agreed service, arrange an appointment within six months. A €50 materials fee applies; additional work and the total price are discussed and agreed beforehand.

Your statutory warranty rights remain fully intact. Rectification required to remedy a defect covered by the statutory warranty is free of charge. The six-month period and materials fee do not apply to it. Please report a possible defect so we can discuss the necessary next steps; no additional forfeiture deadline is imposed.

10. Liability

AGUILA Tattoo is liable under the applicable law. Liability for personal injury and for damage caused intentionally or through gross negligence is neither excluded nor limited. Consent, information and aftercare instructions do not waive your statutory claims.

11. Photographs & privacy

Photographs for the website, Instagram or other publications are used only with separate, voluntary consent specifying the purpose. You may decline publication without affecting your treatment and withdraw consent for the future at office@aguila-tattoo.com. An Instagram tag requires your agreement. These terms contain no blanket photo release.

You receive separate privacy information for health details, safe treatment and mandatory records, with an explicit consent request where required. Do not include health data in an initial online enquiry. The website privacy notice provides further information about the controller, contact details and your rights.

12. Statutory withdrawal for distance contracts

If, exceptionally, a binding service contract is concluded entirely at a distance or away from the business premises and the Austrian FAGG applies, you may withdraw without a reason within 14 days of entering the contract. A non-binding online enquiry is not such a contract. This particular withdrawal right generally does not apply to a contract concluded in person at the studio.

To withdraw, send a clear statement to Richelle Gabunia, AGUILA Tattoo, Mayergasse 14/6, 1020 Vienna, Austria, or office@aguila-tattoo.com. You may use the model below but do not have to. Sending the statement before the deadline is sufficient.



Following a valid withdrawal, payments received are refunded without undue delay and no later than 14 days after receiving your statement, using the original payment method unless otherwise expressly agreed. No refund fees are charged.

Work before that period expires starts only at your separate express request. If you subsequently withdraw, only the legally permitted proportionate payment for work already performed is due, provided the required information and your express request were given. The right expires after full performance only if you expressly agreed to the early start and beforehand acknowledged losing the right on full performance. A custom design alone does not exclude withdrawal rights for a service across the board.

13. Applicable law & complaints

Austrian law applies. Mandatory consumer protections, including those of another country of your habitual residence where applicable, remain intact. These terms do not restrict the courts competent under the law. An invalid provision is governed by the statutory rules instead.

Contact Richelle at office@aguila-tattoo.com with questions, complaints or requests for changes. The version agreed before entering the contract applies to your booking; later website changes do not change existing contracts.



AGUILA TATTOO

RICHELLE GABUNIA · WIEN

NOTICE OF WITHDRAWAL

Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

To:

Richelle Gabunia
AGUILA Tattoo

Mayergasse 14/6
1020 Vienna, Austria
office@aguila-tattoo.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)

Goods / service

Ordered on (*)/received on (*)

Name of consumer(s)

Address of consumer(s)

Date

Signature of consumer(s)

Only if this form is notified on paper

(*) Delete as appropriate.

Fill in and save digitally, or print. Send by email to office@aguila-tattoo.com or by post to the address above. A clear statement without this form is also sufficient.

For contracts covered by a statutory withdrawal right. A non-binding enquiry is not a contract. Further information is available in the terms and conditions.