

Adult events and workshops: Terms and Conditions

Art Soup strives to provide customers with a fun and memorable event experience. We pride ourselves on our quality, time keeping and value for money, and therefore have some terms and conditions to protect both our customers and ourselves. We never want to leave a customer feeling let down, so please read these carefully prior to booking.

1. **Payment:** Full payment must be made at the time of booking to secure your place at the event. This can be done via the events page at www.artsoup.uk
2. **Health & Safety of Participants:** Please notify us as soon as possible before the date of the event if you or any of the participants you are booking for have any health issues or allergies. We do not offer or provide any medical supervision and our workshops/ events therefore may not be suitable for everyone.
3. **Age of Attendees**
Event attendees must be aged 18 yrs or over. Those aged 16 yrs or over can attend the event if accompanied by a parent/ guardian who is also attending the event as a paying participant.
4. **Alcohol and BYOB**
 - If advertised as such, we will provide all participants with a free glass of Prosecco or a cold non- alcoholic beverage on arrival at the event.
 - If a bar is available for the purchase of alcohol, soft drinks and tea/ coffee, this will be advertised with the event date and location.
 - Unless stated otherwise, when a bar is available, BYOB will not be permitted.
 - If the event is BYOB, this will be advertised with the event date and location.
 - Alcohol cannot be consumed at the event by those under the age of 18.
5. **Personal Belongings:** Participants are responsible for their own personal belongings at the venue. We provide aprons, and try as far as possible to ensure clothes and belongings are kept clean and safe through verbal reminders. However, arts and crafts can be messy, and we advise that participants wear short sleeves and/ or clothing that they do not mind getting messy. Belongings can be left in the venue during the art/ craft activity at the owners risk. We are not responsible for the loss or damage of these.
6. **Cancellation by Art Soup:** If we have to cancel the event due to staff illness or any other circumstances instigated by us, you will receive a full refund.
7. **Cancellation by customer:** If you wish to cancel your attendance at the event, you are required to give adequate notice under the current equity guidelines.
 - If you wish to cancel **7 days or more** before the date of the event you will receive a full refund of the price of your ticket.

-If you wish to cancel your attendance at the event **within 7 days of the event**, we will take a 50% cancellation fee. This is because materials for the event will be purchased in advance of this based on the number of attendees, and also because cancellation at this time means that we are losing out on potential bookings.

-If we are told of your **cancellation less than 48 hrs before the time of the event**, or if we are **not informed of the cancellation**, under the current equity guidelines we are within our rights to charge you the full amount of the ticket price.

-Cancellations must be made via email to admin@artsoup.uk rather than text message, social media, phone or word of mouth. This is to protect customers and ourselves if there is any dispute over cancellation. If you don't have the cancellation (and our confirmation of cancellation) in writing then we are within our rights to charge you the full amount you paid to attend the event.

8. How and when your refund will be made

- We will make any refunds due to you as soon as possible, using the method with which you paid.

9. Our responsibility for loss or damage suffered by you

- Please note we hold Public Liability insurance up to £2,000,000 and Professional Indemnity Insurance up to £250,000.
- We are responsible to you for foreseeable loss and damage caused by us, that is a foreseeable result of our breaching this contract or our failing to use reasonable care and skill

-We are not responsible for any loss or damage that is not foreseeable e.g if you fail to inform us of any information requested in this contract.

-Loss or damage is foreseeable if either it is obvious that it will happen or if, prior to the event, both we and you knew it might happen; for example, if you discussed it with us during the booking process.

10. **Other disputes:** Any disputes regarding the event must be made to the art instructor on the day and cannot be open to compensation at a later time and date. If you feel that we are not doing what you expected us to do, then please let the art instructor know during the event and they will happily try and take on your comments. In the (unheard of) event that you are really not happy with the way the event is going, please let the art instructor know during the event. If you wish to leave the event before it finishes because you are unhappy with the way it is going, the instructor will discuss with you an agreed price to cover what we have provided so far.

11. Nobody else has any rights under this contract

- This contract is between you and us. No other person shall have any rights to enforce any of its terms.