

Art Party Terms and Conditions

Art Soup strives to provide customers with a fun and memorable party 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. **Deposit:** On booking, we ask for a deposit of 50% of your total party price to secure the booking. This allows us to purchase materials personalised to your party and to pay for room hire at our venue.
2. **Payment:** Full payment for the party can be made prior to the day of the party or on the day via Paypal or Bank transfer. Payment must be made before the party begins.

-Paypal link: https://paypal.me/artsoup24?country.x=GB&locale.x=en_GB

If you are happy to do so, I would be grateful if you could select the 'For friends and family' option as that will avoid me being charged £2.50 for the transaction! I will let you know when I have received your payment.

-Bank Transfer details:

Name: Victoria Bishop

Account number: 00130275

Sort code: 83-15-08

Please let me know when you make the transfer so I can confirm it has gone through.

3. **Health & Safety of Participants:** Please notify us as soon as possible before the date of the event if any of the participants have any health, allergy or learning issues. We do not offer or provide any medical supervision and our events therefore may not be suitable for everyone. We may request that you provide additional adult supervision in the event that a child has certain learning needs for which they will require additional assistance to take part in the activity.
4. **Personal Belongings:** You are responsible for the personal belongings of the participants. 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.
5. **Cancellation by Art Soup:** If we have to cancel your party due to staff illness or any other circumstances instigated by us, you will receive a 100% refund of

whatever balance you have paid towards the event (either your deposit or the full payment for the party).

6. **Cancellation by customer:** If you wish to cancel your party you are required to give adequate notice under the current equity guidelines.
 - If you wish to cancel your party **21 days or more** before the date of the event you will receive a full refund of your deposit.
 - If you wish to cancel your party **within 21 days of the event**, deposits are non-refundable. We take deposits to book your day and time and therefore we take no further bookings for that slot. In the event that you then cancel your party it means that we are losing out on a potential booking. They are also used to cover the expenses outlined in 1.
 - If we are told of the **cancellation on the day of the party**, or if we are **not informed of the cancellation and we attend at the agreed time and date expecting to run the party**, under the current equity guidelines we are within our rights to charge you the full amount of the party price.
 - Cancellations must be made via email to admin@artsoup.uk rather than text message, 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 of the party.
7. **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.*
8. **Other disputes:** Any disputes regarding the party 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 stop the party and let the art instructor know. They will happily try and take on your comments and finish off the party. In the (unheard of) event that you are really not happy with the way the party is going, please stop the party, confirm with the art instructor you are not happy, and they will discuss with you an agreed price to cover what we have provided so far.
9. **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.