

## **Children's standalone workshops: Terms & Conditions**

### **1. Class Time & Place**

- The workshop will run at the time & place advertised.
- Children should bring their own water/ juice in a bottle or container with a lid.
- Children will be given a break halfway through the class and offered a snack. This is included in the price of the workshop. Children are welcome to bring their own snack to eat during the break. We will try as far as possible to cater to allergies that we are made aware of at the time of booking.

### **2. Health and Safety**

- Please notify us when you request a booking if your child/ children has any health issues, allergies or learning needs that it would be useful for us to be aware of.
- We do not offer or provide any medical supervision and therefore on rare occasions, it may be that the workshop is not suitable for everyone.
- If a child will require a lot of additional assistance to take part in the workshop, we may request that you provide additional adult supervision to allow the child to fully participate and enjoy the workshop activities.
- Please ensure your child is wearing suncream when attending the class as some activities may take place outside.
- To ensure safety for all participants, children should remain in the classroom for the duration of the class. They will sometimes be asked to use the sink area to clean materials and will be supervised in doing so.
- Children can use the toilet at any time during the class and are trusted to leave the classroom unaccompanied to do this. We trust participants to come straight back to the classroom afterwards. If there are any issues surrounding this, please contact us and we can discuss how they can be resolved to the satisfaction of all parties involved. We will contact you if we need to discuss this in relation to section 10 of these terms and conditions.
- We ask that food is only eaten during the class break for hygiene reasons.

### **3. Personal Belongings:**

- Belongings and clothing can be left in the classroom during the class at the owners risk. We are not responsible for the loss or damage of these items.
- 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.

#### 4. Age of Attendees

- Class attendees must be of the age that the workshop is advertised for unless agreed otherwise. This is to ensure children can participate meaningfully in the artistic activities and can concentrate for the length of the class.

#### 5. Class Booking & Payment

- The cost of the workshop is as advertised. This covers all materials and supplies for all class activities, plus a snack.
- Payment should be made when booking the class on the Art Soup website unless otherwise agreed. The booking link can be found at [www.artsoup.uk/events](http://www.artsoup.uk/events).
- Booking is first come first served for stand alone workshops.

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](mailto: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. **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 have not done what you expected us to do, then please let the art instructor know and they will happily try and take your comments on board. If

your child has stayed for the duration of the workshop and/ or used the materials provided to take part in the art activity then we will not be able to offer a refund for the event.

**10. Our rights to request the removal of a child from the workshop/ event**

- We may request that a participant is removed by an adult responsible for them at any time verbally or by writing (via email) if:

(a) you do not make payment for the event/ workshop when it is due

(b) your child acts in a disruptive manner, which we believe affects the running of a session or prejudices the safety of the other participants. This may include but not limited to for instance, not contributing to a positive atmosphere in the class, not staying within the workshop space when requested to do so, misusing materials or being disrespectful of others including appearing in the eyes of others to be bullying or intimidating other class members.

- If we request the removal of a participant in the situations set out above you will remain liable to pay our charges for the remainder of the workshop and we will not refund you for the remaining duration of the workshop.

**11. 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. If we fail to comply with these terms, we are responsible for loss or damage suffered that is a foreseeable result of our breaching this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen; for example, if you discussed it with us during the booking process.

**12. 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.