

Terms and Conditions

Commissions

On booking a commissioned artwork, a deposit payment of 25% is required. Clients will receive a full refund of their deposit if the commission is cancelled within 14 days of placing the order. In all other circumstances the deposit is non-refundable, except in the unlikely event that the artist is unable to complete the work.

Prices are as quoted, but anything which increases the preparation or working time may incur additional costs eg backgrounds. The client will be made aware of such additional costs. No additional charges will be incurred without prior agreement.

No alterations to completed artworks will be accommodated.

The final balance is due on completion, prior to posting. Should non-payment occur, the sale will be cancelled.

Artwork shipped outside the UK may be subject to customs and import charges. Please check the rules for your country and ensure you are content to pay any duties incurred on delivery. The artist is not responsible for nor has any control over import charges.

Should an artwork suffer damage in transit, photographs of the damage must be emailed to the artist immediately. The artwork would then need to be returned to the artist in its original packaging at the client's cost. Once received, the artist will create another artwork at no additional cost. The lead time will depend on the artist's availability at that time.

Paint Parties

Public In Person Paint Parties

Paint Party tickets are payable in advance and you have 14 days, after payment is received, within which to change your mind. Thereafter, tickets are strictly non-refundable. Tickets may be transferred to an alternative date provided more than 72 hours notice is provided. Ticket transfers are charged at £10 per ticket.

All under 18s must be accompanied by an adult with a ticket. Some venues may have an age restriction which will be communicated in our marketing material.

You may bring your own food and drink, unless otherwise stated.

Customers should arrive at least 15 minutes before the event start time.

Should an event be postponed or rescheduled due to events beyond our control, you will be offered alternative dates at the same or a different venue within a reasonable distance from the original venue.

Should a Paint Party be cancelled, all customers will be offered a full refund or ticket transfer option.

Please get in touch if you have any access needs.

Private In Person Paint Parties

A 50% deposit is payable on booking a private Paint Party, with full payment being made 14 days prior to the event. Any venue fees, if applicable, are the responsibility of the customer.

25% of the deposit will be retained if an event is cancelled more than 14 days before the event. The full deposit will be retained if an event is cancelled within 14 days of the event. The full cost of the event is retained, with no refund payable, if an event is cancelled within 48 hours of the event.

Events can be postponed and rescheduled with a minimum of 7 working days notice. Events postponed within 7 days of the event will incur a fee of £250.

It is the customer's responsibility to ensure the venue is suitable for the event including sufficient tables and chairs, access to water and a sink to accommodate all attendees. Tables and chairs must be set up by the customer at least 1 hour prior to the event commencing.

Numbers can be adjusted given 1 week's notice. No refund will be given for attendees who do not attend. Additional attendees will be charged at full rate per head plus £10. If full payment is not received by the due date we reserve the right to cancel the event.

Your personal data will be used as set out in our Privacy Notice.