

# Mrs Pott's Place Paint your own pottery Parties

## TERMS & CONDITIONS 2021

### General Information

- Please try and book your event several weeks in advance so we can do our best to accommodate your required date and time, all our parties run on the second and third Sunday in the month. Your booking is confirmed when we have received a £50 deposit.
- Final payment and confirmation of numbers and pottery are due 14 days prior to your event.
- Minimum number of attendees 8, maximum 20
- Minimum age for parties is 6 years
- Parties run for a total of 1 hour 30 minutes
- The party lead can arrive up to 20 minutes prior to the party starting to bring in decoration and food items. Mrs Potts' Place will provide a table for you to set out food. Please bring any plates/platters with you.
- If you are planning to leave the shop to get a takeaway eg. McDonalds, please ensure there is a supervising adult present at all times with your guests. This does NOT include a member of the Mrs Potts' Place team.
- Please bring a cake knife and candles with you. Unfortunately, due to Health and Safety regulations we are unable to allow sparkler/fountain candles in the studio.
- Please ensure you have all the correct, up to date information for the parents/guardians of your guests should a child need to go home.
- One of our event organisers will be assigned to you to assist with any needs. We will provide full instructions on painting the pottery.
- The host/parent is responsible, at all times, for the general supervision of guests.
- Parking is free behind the back of the studio in Service Area 2 on Sundays (please check signage to ensure you are parked correctly). Mrs Potts' Place take no responsibility for vehicles left outside the rear of the shop.

### Booking Conditions

- Please call or email the shop if you need to make alterations to your confirmed booking. Alternations will only be valid if agreed by us in writing.
- We aim to ensure that all event descriptions are accurate and we will notify you of any changes before you confirm your booking. We reserve the right to alter or withdraw any party or services. In the unlikely event that the party has to be cancelled by us, we will inform you immediately of the cancellation and make all reasonable attempts to find a suitable alternative date. Should a suitable alternative date not be found, we agree to refund your deposit, plus any other fees already paid by you. If an alternative date is agreed there will be no refund given to you of the deposit or any other fees already paid.
- All prices are subject to change at any time with the exception of confirmed bookings.
- We must receive written notification if you wish to postpone or cancel your event. We reserve the right to make a cancellation charge as specified below.
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Mrs Potts' Place Ltd, 18 Obelisk Way, Camberley, Surrey, GU15 3SD

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## **Cancellation**

- We must receive written notification if you wish to postpone or cancel your event. The following charges apply:
  - More than 4 weeks before the event - Full refund of deposit and other monies received
  - 4 – 2 weeks before the event – No refund of deposit, however any other monies received will be refunded.
  - Less than 14 days – No monies refunded
- Please note we are unable to provide any refund for bad weather conditions.

## **Responsibilities**

- The host/parent is responsible, at all times, for the general supervision of guests under the age of 18 within our studio.
- The host/parent is responsible for ensuring correct contact information for attendees is obtained in case a child needs to go home.
- The host/parent is responsible for ensuring that children under 18 leave the venue with their own parent or guardian or nominated guardian.
- The host/parent will be responsible to pay for any damage or breakages whilst the event is taking place
- Mrs Potts' Place staff responsibility is strictly limited to the supervision of the event activities provided by us.

## **Liability**

- Mrs Potts' Place and the staff shall not have any liability to the client for any loss, damage, costs or expenses which the client suffers or incurs arising out of the event unless arising out of gross negligence or wilful misconduct by its staff and or its suppliers. Health and Safety instructions will be read out to the guests, however, Mrs Potts' Place and staff are not liable for any guest failing to follow the instructions.
- The client undertakes to indemnify and keep indemnified, Mrs Potts' Place and the staff in respect of any damage to the property or any other loss of any nature whatsoever, that Mrs Potts' Place and the staff may suffer as a result of any act or omission of the client or its guests at the event.
- Mrs Potts' Place and the staff will not be liable to the client for any loss (whether direct or indirect) of profits, business or anticipated savings or for any indirect or consequential loss whatsoever, even if Mrs Potts' Place shall have been advised as to the possibility thereof, other than in respect of death or injury to persons arising from our negligence. Mrs Potts' Place liability to the client, arising by or in connection with this agreement, shall in any event, be limited to the estimated or final booking value.
- Mrs Potts' Place and the staff do not accept any liability and shall not be liable for non completion of the event or for any delays arising as a result of
  - Bad weather
  - Loss, damage or cancellation due to fire, floods or any other cause beyond its reasonable control

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- Any public events or civil unrest or the like which causes disruption of any kind to the event hosted by Mrs Potts' Place.

### **Collection of pottery**

- Pottery will be individually wrapped and named ready for collection. We will send an email as soon as your pottery is ready for collection, usually between 7 – 10 days.
- Pottery is held for up to 12 weeks and we will send you reminders if it has not been collected.
- We reserve the right to dispose of pottery not collected within 12 weeks from the date of the event.

### **Complaints**

- Please report any problems to your Event organiser during the party and we will endeavour to resolve them immediately.
- If you feel that your complaint hasn't been dealt with according, please put all details in writing to our Company Secretary Mr John Coles.
- Any complaint will be investigated and appropriate action taken. We will respond in writing within 7 days of the complaint being received.
- All staff at Mrs Potts' Place have full public and employee liability insurance.