

# Booking Terms and Conditions

ArtShed is the trading name of **Shed Loads of Fun Limited** ([www.shedloadsoffun.com](http://www.shedloadsoffun.com))

**Registered in England and Wales (No. 09970821)** 135 London Road, St Albans, Herts. AL1 1TA.

ArtShed is a registered trademark no. **UK00003053139**

The Terms and Conditions below apply to all activities run by ArtShed. References to 'ArtShed', 'our', 'us' or 'we' will refer to Shed Loads of Fun Ltd. All references to 'you', 'the parent' or 'the customer' shall mean the person agreeing to purchase services from the company. By making a booking or payment for an ArtShed activity you agree to abide by these Terms and Conditions.

## General

ArtShed runs art-based holiday camps, after school classes and parties for children aged 6 to 13. Children aged 5 may attend at the discretion of ArtShed. We cannot legally accept children under 5 but it is also our experience that children any younger than this will not enjoy or benefit from our activities.

ArtShed also runs classes for adults, one-off events and INSET days for schools that are usually arranged in person with ArtShed.

All our activities involve working with a variety of art materials, often including paint and glue. While we do provide aprons to keep your child and their clothing clean we cannot accept responsibility for your child's clothing.

Some of our activities are also carried out in an outdoor environment (home classes, parties and some camps) so it is the parents' responsibility to ensure that their child has the appropriate clothing for the weather.

## Booking & Payment

Bookings and payment for all\* † ArtShed activities are made via our booking site hosted by Bookeo Ltd. The booking site can be accessed directly at [www.bookeo.com/artshed](http://www.bookeo.com/artshed), from our website ([www.shedloadsoffun.com](http://www.shedloadsoffun.com)) or from a link sent out in an email.

Payment in full is required at booking except for bookings for Parties. For Party bookings a non-refundable deposit of £60 is due on booking and an invoice for the balance will be issued on completion of the Party for immediate payment.

Booking details and payment need to be received before the activity starts. If you do not make a booking and show up to the activity, you may be turned away.

If the booking is for a child/ren, the person making the booking must be the parent or adult responsible for the child/ren and be able to give parental consent for the booking.

It is the responsibility of the person making the booking to ensure that the booking details are completed accurately with all the requested and relevant information, including any additional information we may need to know with regard to allergies, medical or special needs.

A booking will only be confirmed and secured once a successful payment has been made.

Payments are taken via [Stripe](#) (a secure payment gateway) and can be made by either debit or credit card.

Discounts (when in operation), such as Early Bird and Sibling discounts, are applied automatically when booking and cannot be added retrospectively or, in the case of Early Bird discounts, outside of the discounted period. Sibling Discounts are for brothers or sisters of the first child booked only and not for friends or other children. ArtShed reserves the right to cancel or change discounts and discount periods at anytime.

On receipt of your payment an email will be sent to you confirming your booking. The email will contain details of your booking, your payment and a copy of these terms and conditions.

ArtShed reserves the right to reject any booking and all bookings are only accepted at our sole discretion.

By making a booking with ArtShed customers agree to abide by our terms and conditions. Any statutory rights remain unaffected under English law.

*\* Unless, in the case of some school-administered clubs, there is a prior arrangement for bookings and payment collection.  
† Excluding one-off events and INSET days where customers will be invoiced directly.*

## Booking Changes, Cancellations & Refunds

Places on classes, camps and activities tend to be limited and we do operate a waiting list for some activities. With this in mind, we request that anyone booking does not cancel. If you do need to cancel you may not qualify for a refund of any amount but please refer to our specific policies below for further details:

## Holiday Camps:

If cancellation is made in writing (email permitted) more than 14 days before the start of the booking a full refund will be given less an administration charge of £10 (+Vat)

If cancellation is received in writing (email permitted) within 14 days before the start of the booking you do not qualify for a refund of any amount. However, if we are able to fill the cancelled place before the commencement of the day booked we will refund the amount less an administration charge of £10 (+Vat)

Changing to another day other than the one booked will not incur an administration charge if the change is made more than 14 days before the start of the day booked.

Changing to another day other than the one booked within 14 days of the start of the booking will be treated as a cancellation made within 14 days. The change will be treated as a new booking and the full amount for the new day will be payable.

Turning up for a day other than the one booked will be treated as a cancellation made within 14 days. The full amount for the day attended will be payable.

## After-school Classes:

If cancellation is made in writing (email permitted) more than 14 days before the start of the first class a full refund will be given less a £10 (+Vat) administration fee.

If cancellation is received in writing (email permitted) within 14 days before the start of the first class or during the course of the term a refund will be given less the cost of half a term's fees or the cost the sessions attended to the date of cancellation, whichever is the greater. An administration charge of £10 (+Vat) will also apply.

## Parties

A non-refundable deposit of £60 is paid on booking a party.

## Early Drop-offs/Late Pick-ups (Children only):

Our expectation is that your child/ren will be dropped-off and picked-up within 5-10 minutes of the start or finish of the activity booked. Please note that if you drop off your child/ren before your booking in time or pick up later than scheduled, you will be subject to pay the extra hourly wrap around care rate with a minimum charge of 1 hour (£7 incl. Vat) per child. We understand that there may be unforeseen circumstances but we still need to have staff available to look after all children until they are collected. If you foresee an early drop-off or late collection, please contact Kathy Evershed on 07908 602972 as soon as possible.

## Changes and Cancellations by ArtShed:

We reserve the right to make changes to any or all of our activities as we see fit. In the unlikely event that an activity has to be cancelled by ArtShed a full refund will be offered for the remainder of the activity and every attempt will be made to offer an alternative, suitable activity.

## **Behaviour**

We assume that any person attending an ArtShed activity will be well behaved and considerate of others. However, if, at the sole discretion of ArtShed, a person attending a course is behaving in such a way so as to disrupt the learning environment or pose a threat to the safety and wellbeing, including emotional wellbeing of themselves or others, ArtShed reserve the right to not accept the person on the course or have them removed. In such cases no refund will be offered. In most cases, ArtShed will notify the person/parent of the child by way of warning, prior to this decision being made.

## **Child Protection/Safeguarding**

ArtShed will contact the Local Safeguarding Children's Board if we suspect abuse or in an event of a disclosure

## **Staff**

Our staff members are DBS registered, trained and suitably experienced for the responsibilities they have. ArtShed offer work experience to under-16s who are not required to be DBS registered but will always be supervised by one of our staff.

## **Illness and First Aid**

It is the parent/person booking's responsibility to inform ArtShed at the time of booking of any pre-existing medical, physical or behavioural conditions, or medication requirements. If this information is not provided we reserve the right to exclude the child from some or all activities.

If a child is deemed to be too ill by ArtShed upon arrival to the activity, we reserve the right to refuse participation on in the activity until the child has been symptom free for at least 24 hours.

If a child requires medication, our staff can only administer medication if it is specifically prescribed for that child, by a health professional.

Appropriate First Aid will be administered to children in the event of an accident while under ArtShed's care. If the accident is more serious, we may need to call the emergency services and will immediately inform parents. Any accident, however small, will be noted in the register and reported to the child's parent/person responsible at pick-up.

For our holiday camps, there is always one fully trained First Aider present.

### **Photos & Videos**

Occasionally, group photos and videos may be taken for promotional purposes and posted on ArtShed's social media pages (Facebook, Twitter and Instagram) or on the Artshed website. If you would prefer yours or your child's photo or video not to be used in this way please make sure you indicate this on the booking form in the Special Notes section. Alternatively you can email us at [admin@shedloadsoffun.com](mailto:admin@shedloadsoffun.com)

### **Personal Property**

ArtShed will not be liable for any item of jewellery or valuable property (including phones) brought to the activities by you or the child/ren. ArtShed will not be responsible for any property left at the location of the activity (by the child or otherwise), and may dispose of any such property if not claimed and collected by you within seven days of the end of the activity.

### **Force Majeure**

We shall not be liable for any delay in performing or failure to perform any obligation (including to action any alteration or cancellation) due to any case beyond our reasonable control including lock-outs, strikes, shortages of personnel, labour disputes, war, riot, act of God, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation or direction, accident, environmental contamination, pandemic outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this agreement.

### **Complaints**

We aim to make all our ArtShed activities fun and enjoyable for everyone concerned, however, should you wish to voice a concern please do so in the first instance by contacting Kathy Evershed on 07908 602972 or by email: [Kathy@shedloadsoffun.com](mailto:Kathy@shedloadsoffun.com)

### **Insurance, Policies & Procedures**

We are insured for Public Liability up to £5 million.

For full details of our insurance or policies and procedures documentation please email us at [admin@shedloadsoffun.com](mailto:admin@shedloadsoffun.com)

### **Data Protection**

We are registered under the Data Protection Act and will treat all your, and your child's, personal information as confidential. If you have opted in to receiving our newsletters we may contact you to promote our other services and products that ArtShed has to offer. Once your booking has been provided, you may unsubscribe from our database at any time. For full details of how we protect your personal data please view our Privacy Policy via our website [www.shedloadsoffun.com](http://www.shedloadsoffun.com).

### **December 2018**