



# Museum of Royal Worcester Paint Your Own Pottery

## Terms and Conditions

### 1. TERMS OF SERVICE

- 1.1** One session for Paint Your Own Pottery will be 90 minutes. Tuesday to Saturday, with three sessions: 10:15, 12:15 and 14:15 (Monday and Tuesday closed during Winter Hours). Sunday with two sessions: 10:15 and 12:15. If you require a different time and duration, please contact the museum at [info@museumofroyalworchester.org](mailto:info@museumofroyalworchester.org).
- 1.2** A studio seat ticket reserves your seat and covers paints, glaze and firing costs only. It does not include the cost of pottery items you choose to paint. Pottery items are purchased on the day of your visit.
- 1.3** All prices in the studio and for options are shown including VAT.
- 1.4 Party Packages** includes your seat and bisque up to the price point of your booked package, only available for group of 6-36 participants. The choice of package applies to the entire party. We do not offer mixed party packages. If your guests want a choice of bisques, we suggest you purchase the highest price package you are willing to pay for each person attending.
- 1.5** Suitable decorations for the party are welcome; the group is responsible for the cleaning up and restoring the space to its original condition.
- 1.6** We offer a personalised party plate for an extra charge, which makes a special memento. Please book **14 days** in advance.
- 1.7** The studio is a public space that other pottery studio visitors may also be using. If you would like to book the entire pottery studio or a private space, please contact the Museum when making your booking.

### 2. PRICE and PAYMENT

- 2.1** Individual studio seat tickets will be available to purchase on our website and at the museum shop.
- 2.2 For Party Packages**, full payment must be made **at least 7 days** in advance of the visit. Online purchase of Party Packages will be available 7 days in advance of the visit. If you wish to book a party package for less than 7 days, please contact the Museum.
- 2.3** No deposit required, but we required full payment before the visit.

- 2.4** Any damage or breakages of bisques are the responsibility of the party and must be paid in full.

### **3. CANCELLATION AND RESCHEDULING**

- 3.1** We understand that plans may change, one free amendment can be made, please contact the Museum.

#### **3.2 Individual booking**

3.2.1 Cancellation must be made **at least 48 hours** to receive a full refund. Any cancellations with less than 48 hours' notice are non-refundable.

#### **3.3 Party bookings**

3.3.1 Cancellation must be made **at least 14 days** to receive a full refund. Any cancellations with less than 14 days' notice are non-refundable.

- 3.4** All cancellations and amendments must be received from the group in writing, preferably to [bookings@museumofroyalworchester.org](mailto:bookings@museumofroyalworchester.org) and will be deemed to take effect from the date of receipt.

- 3.5** The Museum reserves the right to cancel your booking and end this agreement at any time when incidents occur which are deemed outside our control and affect the Museum's service(s). In this circumstance the Museum will endeavour to find a mutually agreeable alternative date for the group visit, where this is not possible any advance fees paid will be refunded to you.

- 3.6** Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock out, industrial action, fire, flood, storm or other event beyond the control of either party.

### **4. FOOD AND DRINKS (FOR PARTY BOOKINGS)**

- 4.1** Party food can not be served in the studio.

- 4.2** The Museum can provide refreshments and catering (contact the museum for details). All food and drink supplied have a minimum order of 12, and order must be made as early as possible, **at least 7 days** prior to the visit

- 4.3** Our Exhibition Hall is available to hire at an additional cost for food, drink and cake. Please book **at least 7 days** ahead. You can hire an audio speaker to play party music in the Hall for an extra cost.

- 4.4** You are welcome to bring in your own pre-packed party lunch boxes and Birthday Cake (no nuts or nut ingredients). All utensils (Cutlery, plates, cups, napkins etc) will need to be brought in by the party organiser. There are no kitchen facilities available to visitors.
- 4.5** It is the group's responsibility to check and inform the Museum of any food allergies or intolerances for attendees at their event when ordering catering packages.

## **5. COLLECTION**

- 5.1** Firing and Glazing will take up approximately **21 days**. We will contact you to confirm when they are ready for collection.
- 5.2** We will store your item for **3 months** after we have contacted you to collect. After this time, your pieces will be either donated or disposed of.
- 5.3** Participants will receive a bisque sales receipt on the day your visit. Please bring with you as proof of purchase when you collect your finished ceramic items.
- 5.4** We can post your ceramic items to one address for an additional postage fee, based on size and weight. The cost will need to be paid by card, cash or BACS before the items are posted out.
- 5.5** For the **Paint Your Own Pottery Party**, the lead contact of the party will receive a bisque sales receipt on the day of the party. Your party's ceramic items must be collected in one lot (not by individual guests).

## **6. EXPECTATIONS FROM FINISHED WORKS**

- 6.1** Glazing and firing painted ceramics can be unpredictable. If any damage is caused during the firing process, we will refund you for the item or schedule you in to paint the same item or of the same value again at a date of your choice.
- 6.2** If you choose to have a refund, we require the original, damaged items to be left in the studio so we can inspect them and, if necessary, ask our suppliers to inspect them as the majority of times, damage that happens in the kiln is due to irregularities with the clay body.
- 6.3** If you choose to repaint a new item, we require the original, damaged item to be left in the studio.

## **7. GROUP'S RESPONSIBILITIES**

### **7.1 The Group is responsible at all times for**

- 7.1.1 Their own conduct and actions. Smoking and Vaping are prohibited in all areas of the Museum. Individuals who wish to smoke/vape must be at least 2.5 metres away from the building and be responsible in the disposal of such items. Groups are required to inform their guests and monitor this.
- 7.1.2 Our studio is located in our beautiful gallery space; we remind all visitors to be respectful of the Museum environment as well as the studio. On occasions, party guests and Museum guests may share the same space, please be considerate to others.

### **7.2 Children**

- 7.2.1 Please accompany your children during the session. We recommend up to two supervising adults present per painting table of up to 6 children for parties.
- 7.2.2 Two free-of-charge supervising adult tickets will be provided per booking. If you have more than two adults attending, please purchase a supervising adult ticket to access the spaces where the party is held.

## **8. Health and Safety**

- 8.1** The Museum reserves the right to make changes or substitutions to the specifics of the service selected including but not limited to spaces, and refreshments although we will make every effort to discuss any alterations with the Group and provide a suitable alternative.
- 8.2** The Museum may also make changes to the service which are necessary to comply with any applicable laws or safety requirements. The Museum will notify the group of any material changes to the service as soon as is reasonably possible.
- 8.3** The Museum has thorough risk assessments in place to make your visit as safe as possible. It is the responsibility of the groups to carry out their own risk assessments. To help support we can provide a general risk assessment.

## **9. DATA PROTECTION**

- 9.1** You authorise us to store, handle and share your personal and payment information for the purposes of administering your booking. Your data will be stored securely in line with GDPR regulations and our data policies. You can ask what personal information we have recorded for you at any time.
- 9.2** You authorise us to disclose necessary information about you to anyone that we may appoint to collect an outstanding debt.
- 9.3** We may contact you for feedback about your booking experience and with offers that may be of interest to you. You can advise us that you do not wish to be contacted for these purposes at any time.