

# Terms and Conditions

We hope you enjoy your experience with Darling Creative Works. Our aim is to support you in creating beautiful work in a healthy, collaborative, inclusive, fun-filled and respectful studio space. We hope to be able to accommodate students on a more personal and friendly basis, but in certain areas we have needed to adopt strict guidelines for

the studio to be a safe and comfortable environment for everyone to use.

Please ensure you have read, understood and accepted the Terms & Conditions and Privacy Policy before you walk in to create or book a class, workshop, or experience.

## **Contract of Sale**

Completion of our booking process and making a deposit or full payment constitutes your understanding and acceptance of our terms and conditions and thus forms your contract with Darling Creative Works

## **Payment**

Full payment is required at the time of booking for all public workshops or experiences. A non-refundable deposit is required at the time of booking for private events and parties. We accept payment by cash in person or card over the phone or online.

## **Refund Policy**

1. All sales are final, and we do not offer refunds on gift cards, classes, online store purchases, or DIY kits. We are a small business, and a significant amount of planning and resources go into making our products and services possible.
2. We are happy to accommodate rescheduling, please reference rescheduling policy.

All sales are final and non-refundable, including but not limited to the sale of gift cards, e-gift cards, goods, and services.

You may come across price variations due to changing promotions, price adjustments, or markdowns during your shopping experience or after your order has been placed. We do not offer price adjustments on any items, experiences, or workshops from prior purchases. This includes but is not limited to open studio activities, art workshops, gift cards, and all other purchases.

## **Damages and issues during shipping**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right. This is the only exception to our non-refund policy. We must hear from you within 14 days of receipt of the item. To start a possible return for a damaged item, we must have proof of the damaged item (i.e., photos of the damage) you can contact us at [sales@darlingcreativeworks.com](mailto:sales@darlingcreativeworks.com). If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

Any of the following may happen:

1. refund after receiving the item and confirmation of damage.
2. Exchange for another identical item or item of same value. As each item is relatively unique no item can be perfectly replaced.
3. Store Credit

Please note: Damage caused by you the purchaser, your pets, or children is not covered by this, no refunds, returns or exchanges.

## **Exceptions / non-returnable items**

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

## **Exchanges**

As the items are typically OOA (one of a kind) exchanges must be treated as returns. The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## **Rescheduling Policy – Public Workshops, Events & Experiences**

We require 48-hour notice for any cancellations or rescheduling, including no-shows. Rescheduling or cancellation requests must be made in writing by post or email, or by phone.

1. If booked through any entity other than Darling Creative Works, you are subject to both their policies as well as Darling Creative Works. If you can't make a class, event, or workshop scheduled through another host, you may contact Darling Creative Works for a makeup time, if the host entity didn't already refund your payment. Must have a minimum of 48 hours' notice that you'll not make the scheduled event in order to reschedule.
2. If the event, class, or workshop is booked through Darling Creative Works, you must give 48 hours' notice to reschedule your event.

If you do not give the required 48 hours' notice you may be subject to either of the following:

1. You may get a credit toward another class, minus 25% rescheduling fee.
2. If you do not show up to your appointment without any notice, your voucher, ticket, or amount paid will be marked redeemed and is non-refundable.

## **Private Events Cancellation Policy**

We regret to lose the chance to host your event for you, our cancellation policy is in place to protect our artists and employees who are booked specifically for your event. For this reason, we firmly require a minimum of 10 business days (M-F) notice to cancel before your event to grant a rescheduled date. If a reservation is made within 10 business days before the scheduled date, we will not be able to offer the ability to reschedule. Events must be rescheduled within 90 days of the original booking date. If completely canceled your deposit is non-refundable.

## **Studio Content and Closure**

If the studio is forced to close due to factors outside of our control including but not limited to severe weather conditions, force majeure, or an infectious disease we are not able to offer any refunds.

We reserve the right to change the content, timing, date, venue or teacher of any class, workshop or course in order to provide a high-quality service or where it is necessary for reasons beyond our control. We reserve the right to cancel a class, workshop or course up to and including the date of the class, workshop or course if insufficient bookings have been received, and will strive to give as much notice of this as possible.

Darling Creative Works will not be liable for any losses or expenses arising from amendments to the class, workshop or course or cancellations.

**We reserve the right to cancel or reschedule a class or workshop at any time.**

## **HOLDING POLICY**

### **For weaving studio:**

Darling Creative Works will charge a \$20 deposit for a storage box to keep your ongoing project. Any

unfinished work left at the studio for more than 30 days, without prior consent for extension, will become the property of Darling Creative Works and the deposit will not be refunded. The full project will be pre-paid and non-refundable if you don't complete it.

**For glass studio:**

We recommend you collect your finished work as soon as it is available after your workshop or experience to help keep our storage area clear therefore avoiding damage. If finished work is not collected within 3 months of the end of the workshop or experience, we will sadly have to dispose of it. If ongoing project, Darling Creative Works will charge a \$20 deposit for a storage box to keep your project. The full project will be pre-paid and non-refundable if you don't complete it.

**Images for Promotional Purposes**

Darling Creative Works has the right to take and use images of you as an attendee, of any class or event, for the purposes of promotion via website, social media, or other medium for the benefit solely of said business. Please inform us if you do not wish to use any images of you.

**Liability Waiver**

All participants need to complete the attached liability waiver.

**Arrival Time**

Please arrive 15 minutes early so you have time to choose your project options.

**What to wear**

No open toe shoes, wear only closed toe shoes.  
No loose sleeves or jewelry but wear comfortable clothing.

**Food and Beverages**

Yes, food and beverages are permitted. Be cautious as it is a working GLASS studio.

**PETS and BABIES**

We adore pets however, as this is a working glass studio, glass shards can be found anywhere and we do not want to find them in animals' paws, so please keep them at home... Please hold your babies in the studio, same with pets we don't want them to get injured by glass shards. *Darling Creative Works* is not responsible for any accidents involving our equipment, glass, or any other items in our art studio. Please supervise your young children who are not taking a class.

**Conduct and Exclusion**

Disruptive or abusive behavior will not be tolerated. Users of Darling Creative Works studio and facilities must be always respectful and courteous. Inappropriate behavior will not be tolerated, and we reserve the right to exclude any offending parties from the studio at any time if behavior in our opinion is deemed dangerous, inappropriate, or causes (or has the potential to cause) offence, harm, and injury.

