

Creativity Art Workshops

Terms & Conditions

Creativity Art Workshops is the trading name of **Kreativity Studio Ltd**, a company registered in England and Wales.

Company Number: 16459260

These Terms & Conditions apply to all services provided by Creativity Art Workshops, including Holiday Art Camps, After School Clubs, Art Parties and private bookings.

1. Acceptance of Terms

By completing a booking via our booking platform (**Pembee**) or through an agreed booking method, you confirm that you have read, understood and accepted these Terms & Conditions, together with any additional policies referenced, including our **Cancellation & Late Pick-Up Policy**.

These Terms form a legally binding agreement between you and Kreativity Studio Ltd.

2. Bookings & Payments

- All Holiday Art Camp bookings are managed via **Pembee**, our secure booking and payment platform.
 - A booking is only confirmed once **full payment** has been received.
 - Prices, availability and any applicable discounts are displayed at the time of booking.
 - We reserve the right to refuse or cancel a booking where payment has not been completed.
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3. Child Information & Medical Needs

It is the responsibility of the parent or legal guardian to provide **accurate and complete information** at the time of booking, including:

- Medical conditions and allergies
- Additional educational, behavioural or physical needs
- Emergency contact details

Where a care plan, medication or medical equipment is required (e.g. inhaler or EpiPen), this must be clearly disclosed and provided.

Failure to provide accurate or complete information may result in a child being unable to participate in part or all of the activity. In such cases, refunds are not guaranteed.

4. Safeguarding & Supervision

Creativity Art Workshops is committed to providing a safe, supportive and well-managed environment for all children.

Appropriate safeguarding, supervision and operational procedures are in place and followed at all times. Children remain under our supervision only during the booked session times.

5. Behaviour & Participation

We promote a calm, respectful and inclusive environment.

By booking, you agree that your child will:

- Treat others and their property with respect
- Use appropriate language and behaviour
- Follow reasonable instructions from staff

We reserve the right to remove a child from a session if their behaviour compromises the safety or wellbeing of themselves or others. In such cases, no refund will be issued.

6. Photography & Video

Photographs and videos may be taken during sessions to:

- Share the creative process with families
- Support promotional and informational purposes

Consent is managed through the booking process. If you do not wish your child to be included, this must be indicated at the time of booking or communicated to us in writing.

7. Personal Property

Children attend sessions at their own risk regarding personal belongings.

Creativity Art Workshops cannot accept responsibility for loss or damage to personal items brought to sessions. We recommend that valuable items are not brought to camp.

8. Cancellations, Changes & Late Pick-Up

Cancellations, refunds, credits, rescheduling and late pick-up fees are governed by our **Holiday Art Camps – Cancellation & Late Pick-Up Policy**, which forms part of these Terms & Conditions.

9. Liability & Risk

While all reasonable care is taken to ensure safety, participation in creative and physical activities involves an element of inherent risk.

Nothing in these Terms affects your statutory rights or limits our liability where this cannot be excluded under English law.

10. Complaints

If you have any concerns or complaints, please contact us in writing via **info@creativityartworkshops.com**

All complaints are taken seriously and will be reviewed and responded to within a reasonable timeframe.

11. Force Majeure

We shall not be liable for any failure or delay in performing our obligations where this is due to circumstances beyond our reasonable control, including but not limited to adverse weather, venue closure, illness or other unforeseen events.

12. Changes to These Terms

Creativity Art Workshops reserves the right to update or amend these Terms & Conditions at any time.

The version in force at the time of booking will apply.

13. Governing Law & Jurisdiction

These Terms & Conditions are governed by **English law** and subject to the exclusive jurisdiction of the courts of **England and Wales**.

14. Third Party Rights

These Terms do not confer any rights on any third party under the Contracts (Rights of Third Parties) Act 1999.

For any questions relating to these Terms & Conditions, please contact:

info@creativityartworkshops.com