

PEGGY'S POTS TERMS & CONDITIONS

Booking Time

Bookings are for 1.5hrs from booking start time, except for BYOB events which are 2.5 hours. To maximise your painting time please come a little earlier to choose your pottery, as this is the hardest part! We usually have bookings right after your booking, so we kindly request your table back on time.

Damaged Goods

Very occasionally pottery can be damaged during the firing process which may arise due to flaws in the supplied materials. If this happens then we will try to repair any damage but if that is not possible, we will give you an opportunity to paint again to the value of that piece.

Deposits

For all parties and for groups over eight people a £30 deposit is required to secure your booking . We cannot guarantee your place until payment is made.

Cancellation Policy

Clay Experiences, all Parties & Groups larger than eight people:

Deposits cannot be refunded once paid. However, if you need to change the date (provided two weeks' notice is given), and provided your chosen date is available, we are happy to transfer the deposit. The new date must be within two months of the original booking.

BYOB events:

BYOB events require a £30 non-refundable booking fee. However, if you need to change the date (provided two weeks' notice is given), and provided your chosen date is available, we are happy to transfer the booking fee. The new date must be within two months of the original booking.

Pottery Painting for groups of eight or less:

No deposit is required but card details are taken, and a £5 charge is made per seat in the event you fail to attend. You can cancel your bookings in the online booking system up to 24 hours before the time and no charge is incurred. In the unlikely event that cancellations need to be made less than 24 hours before the booking please contact Peggys Pots on 07701 053 540.

Refund Policy

Once your pottery has been painted, we do not offer refunds.

Due to the nature of pottery, we may come across faults and breakages. This is rare but in this unlikely event you will be offered a redo to the value of the pottery. You will be notified before collection.

Pottery Collection and Storage Policy

We will send a text to the mobile number we collected from you, when the pottery is ready to be collected from our studio. However, it is the customers responsibility to contact us if you haven't received a text or notification from us after 3 weeks.

We will keep the pottery at our studio for 1 month from the date it is ready to be collected. We will endeavour to contact you again in that time if pottery is left uncollected, however it is the responsibility of the customer to collect or contact us if they have not heard from us.

We have very limited space at our studio to keep pottery. Therefore, pottery not collected will be disposed of after 1 month, unless you contact us. If you ask us specifically to keep it for you due to a valid reason you cannot collect, then we will help with this request.

There is also the option of us posting the pottery to you for an additional fee.

We only dispose of pottery as a last resort and obviously never want to do this, however it is the responsibility of the customer, not Peggy's Pots, to ensure pottery is collected on time.

It is the customers responsibility to check their pottery on pick-up and let us know of any issues at that time. Once the pottery has left our premises, we cannot be responsible for the items.

For items that are posted and arrive damaged, please take a photograph immediately of the items and the packaging and email to us at peggyspots@outlook.com. We need clear photos of the whole box and close-ups from all angles of the box, the internal packaging and damaged items. This is a requirement from the Post Office for them to investigate.

Loyalty Card Terms and Conditions

Our loyalty programme has been created to reward customers who return to us often.

Each paying customer will receive a stamp for spend over £12, and two stamps for spend over £50.

After three stamps, you can claim 10% off on your fourth visit. You will receive a stamp on your fourth visit if the spend before the discount is over £12.

After five stamps, you will receive a free mug to paint on your sixth visit, and your loyalty card will be redeemed.

If you spend over £12 on your sixth visit, not including the free mug, you will receive a stamp on a new loyalty card.

Stamps are given to those customers that pay the bill and cannot be spilt. One stamp is given per paying transaction.

All Loyalty Cards remain the property of Peggy's Pots.

It is the Customers responsibility to keep their Loyalty Card safe and secure, and replacements will not be offered.

Peggy's Pots have the right to alter, amend, withdraw or cancel the Loyalty Programme at any time, and without notice to card holders.

**The Directors
Peggy's Pots**

