## PAINTNGO BOOKING, CANCELLATION & REFUND

Your accepted booking confirmation email is proof of payment. If you require a formal invoice or receipt, please email us at david@paintngo.com.

We understand that plans can change, whether organising a child's birthday party, a family session, or a corporate Christmas event. To keep our booking system fair to all customers, our cancellation and rescheduling policy is based on your booking type:

### INDIVIDUAL STUDIO SESSIONS (GENERAL PUBLIC)

| Deposit & Payment Structure | Cancellation / Rescheduling Window | Refund & Credit Policy |
|---|---|---|
| Paid in full at time of booking. | More than 7 days before event | Full refund |
| | Between 48 hours and 7 days before event | Full credit for a future session |
| | Less than 48 hours before event | No refund or credit |

### SHARED GROUP BOOKINGS INCLUDES:

Shared Birthday Slots (Flexi-Wall), and all per-person group experiences.

| Deposit & Payment Structure | Cancellation / Rescheduling Window | Refund & Credit Policy |
|---|---|---|
| **£50.00 Deposit** to secure space.<br>**Final balance** due 5 days before. | More than 14 days before event | Deposit fully refundable. |
| | Between 5 and 14 days before | Deposit is non-refundable, but 100% transferable to a rescheduled date. |
| | Less than 5 days before | Final balance and deposit are non-refundable and non-transferable. |

### EXCLUSIVE PRIVATE HIRE

Including Private Birthday Parties and Full Venue Hire.

| Deposit & Payment Structure | Cancellation / Rescheduling Window | Refund & Credit Policy |
|---|---|---|
| **£100.00 Deposit** to secure space.<br>**Final balance** due 5 days before. | More than 28 days before event | Deposit fully refundable. |
| | Between 5 and 28 days before | Deposit is non-refundable, but 100% transferable to a rescheduled date. |
| | Less than 5 days before | Final balance and deposit are non-refundable and non-transferable. |

## CORPORATE & FESTIVE PARTY BOOKINGS (1ST NOVEMBER – 5TH JANUARY)

Includes: Custom Corporate Events, Team Christmas Parties, and Festive Group Hires.

| Deposit & Payment Structure | Cancellation / Rescheduling Window | Refund & Credit Policy |
|---|---|---|
| **50% Deposit required to secure space.** | More than 28 days before event | Deposit is non-refundable, but 100% transferable to a rescheduled date within 3 months. |
| **Final balance due 28 days before.** | Less than 28 days before event | Final balance and deposit are strictly non-refundable and non-transferable. |

## IMPORTANT TERMINOLOGY & BOOKING RULES

### SHARED GROUP BOOKING COMMITMENT POLICY

By paying your shared group deposit, you are committing to a baseline minimum number of participants agreed upon during your booking. This ensures we allocate the perfect amount of studio space and staffing specifically for your party, and do not sell that capacity onto other customers.

- **Securing the Space:** Whatever minimum number you decide to commit to at booking forms the baseline space we hold for you and sets the minimum package fee for your event.
- **Increasing Numbers:** If your guest list grows, you can easily increase this number at any time leading up to the party (subject to studio availability). Please note that any additional guest increases you confirm with us will then become your new baseline minimum commitment.
- **Reducing Numbers (14-Day Window):** You may reduce your committed guest count, up to **14 days before the event** (subject to our standard package minimum requirements).
- **Final Headcount & Reductions (Less than 14 days):** Within 14 days of your event, your committed baseline number **cannot be decreased**. Because we prepare resources, order specific supplies, and allocate staffing for your agreed group size, it represents the minimum amount due on the day—even if fewer participants show up or cancel at the last minute.

### CORPORATE & FESTIVE BOOKING RULES (NOV – JAN)

- **Deposit Requirement:** A 50% deposit of the total estimated booking package is required to hold and confirm corporate or team Christmas bookings.
- **Payment Method:** Invoices can be issued with standard payment terms or settled via card payment/BACS.
- **Final Balance & Headcount Lock:** The remaining 50% balance is due 28 days prior to the event date, at which point the baseline headcount is locked and cannot be decreased.
- **Cancellations:** Deposits for corporate festive bookings are non-refundable. Cancellations or headcount reductions made less than 28 days before the event will result in full forfeiture of the total booking fee.

## EXCLUSIVITY & DOWNGRADE RULE (PRIVATE HIRES)

Exclusive Private Hire bookings are locked into our live calendar based on a guaranteed minimum package or venue fee (equivalent to a baseline of 20 participants). Because the studio has been blocked out and cannot be re-sold to the public at short notice:

- **More than 28 days before event:** You may downgrade your booking format to a Shared Group (Flexi-Wall) session. Your £100 deposit will be transferred, and your minimum requirement will drop to our standard shared rates.
- **Less than 28 days before event:** You cannot downgrade to a non-exclusive or shared floor rate. If your final attendance numbers drop below your initially agreed group baseline, you are welcome to still host your event, but your remaining balance will still be invoiced for your booking's guaranteed minimum package fee to maintain the private slot.

## NON-REFUNDABLE DEPOSITS:

For Shared Group bookings, cancellations made within 14 days of the event will result in the forfeiture of the deposit. For Exclusive Private Hire and Corporate/Festive bookings, cancellations made within 28 days of the event will result in the forfeiture of the deposit. However, for non-festive bookings, we will always endeavour to help you postpone and reschedule your event to a new date within 3 months, provided sufficient notice is given.

## THE LOCK-IN PERIOD:

Because staff rotas are finalised, studio space is blocked out, and custom mural sketches are prepared in advance, any cancellations or group number reductions made within 5 days for standard bookings (or 28 days for Corporate & Festive bookings) mean the final balance is entirely non-refundable and non-transferable.

## OUR CANCELLATIONS:

In the highly unlikely event that PaintnGo must cancel a session or event due to studio emergencies, we will offer you the choice of an immediate 100% refund or a priority credit to reschedule.

***Updated: 29th September 2026***