

### 3. PAINTNGO BOOKING, CANCELLATION & REFUND

Your accepted booking is proof of payment. If you require a receipt, please email us.

We understand that plans can change. To be fair to all our customers, our cancellation policy is based on the type of booking you have made.

Booking Type	Session Size & Duration	Cancellation Period	Refund & Credit Policy
<b>Individual Experience</b>			
	Per-person bookings (up to 10 people) for sessions up to 2 hours.	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
<b>Parties &amp; Custom Events</b>			
	More than 10 people for sessions up to 3 hours with exclusive paintroom use	More than 14 days before event	Full refund
		Between 7 and 14 days before event	Full credit for a future session
		Less than 7 days before event	No refund or credit
<b>Whole Venue Hire</b>			
	Custom & Corporate events with exclusive paint room use.	More than 30 days before event	Full refund
		Less than 30 days before event	No refund

**Our Cancellations:** In the rare event that we must cancel a booking, we will offer you the choice of a full refund or a credit for a future session.

**Updated 18<sup>th</sup> September 2025**