

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
Individual Experience			
	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
Parties & Custom Events			
	More than 10 people for sessions up to 3 hours with exclusive paint room 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
Whole Venue Hire			
	Custom & Corporate events with exclusive paint room use.	More than 30 days before event	Full refund
		Less than 30 days before event	No refund
Shared Office Christmas Parties			
	Per-person bookings (up to 5 people) for sessions up to 2 hours.	More than 14 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
	Per-person bookings (more than 5 people) for sessions up to 2 hours.	More than 21 days before event	Full refund
		Between 7 days and 21 days before event	Full credit for a future session
		Less than 7 days before event	No refund or credit

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 12th October 2025