

PAINTNGO POLICIES & AGREEMENTS

This document outlines the policies, terms, and conditions for all PaintnGo sessions. We have separated our legal terms from our on-site rules to make them as clear as possible. By booking and participating in a session, you agree to these terms, which form a contract between us.

ADULT LIABILITY WAIVER

I confirm that I am 18 years of age or older and agree to the following conditions for my participation in a PaintnGo session.

- **Personal Property:** I understand that PaintnGo is not responsible for any damage to my clothing, footwear, jewelry, phone, or any other personal items. I accept that I am taking a risk by bringing such items into the painting room.
- **Health & Safety:** I acknowledge that the paint is water-based and non-toxic, but I accept full responsibility for any allergic reactions or skin irritations that may occur. I agree to immediately inform a staff member if I experience any adverse reaction. I also agree to follow all safety rules, including no running and reporting any spills immediately to staff.
- **Responsibility for Actions:** I agree to be responsible for my own actions and for any injury or damage I may cause to myself, other participants, or PaintnGo property. I understand and agree to follow all rules regarding the use of painting tools, including paint guns.
- **Terms and Conditions:** I confirm that I have read, understood, and agree to the full PaintnGo Terms and Conditions provided.

TERMS AND CONDITIONS

1. GENERAL LIABILITY & PERSONAL PROPERTY

- **Risk Assumption:** You assume all risks associated with participation in a PaintnGo session, including potential exposure to paint, water, and other materials.
- **Personal Property:** We are not responsible for any damage to your clothing, footwear, watches, jewelry, phones, or any other personal items. We advise you to wear old clothing, remove valuable items, and use the provided lockers for safekeeping.
- **Third-Party Damage:** You are responsible for any damage or injuries caused to other users or PaintnGo property by your actions or the actions of any children you are responsible for.

2. HEALTH AND SAFETY

- **Paint:** The paint provided is water-based and non-toxic. Details are available upon request. We are not responsible for any allergic reactions. If you experience itching, swelling, or a rash, please inform a staff member immediately and leave the room.
- **Adult Supervision:** Children must be supervised at all times according to the following ratios:
 - Under 12: Minimum one adult per four children.
 - Under 8: Minimum one adult per three children.

- Under 6: Minimum one adult per two children.
- **Medical Conditions:** Unless you have informed us otherwise, we assume all painters are able-bodied and can see and hear all others in the room. If you or a member of your party has a disability or a medical condition, you must inform us beforehand so that arrangements can be made to ensure everyone's safety.

3. BOOKING AND CANCELLATION POLICY

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 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
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

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.

4. STUDIO ETIQUETTE & COPYRIGHT

- **Respect for Others:** You may be painting in the room with people you do not know. Please be respectful and considerate of their space and their creations. Only offer positive comments about the work of others.
- **Photos and Videos:**
 - You are welcome to take photos and videos of your own work.
 - You must not take photos or videos of another person's work or of other painters without their express permission.
 - You are invited to share photos and videos of your own creation on social media.
- **Copyright:** While you own the copyright to any photos or videos you take, we own the copyright to any photos or videos we take of you, with your permission.

ON-SITE RULES

For your safety and enjoyment, and that of other painters, please adhere to the following rules while in the studio. Failure to do so may result in staff asking you to leave the premises.

1. GENERAL CONDUCT

- **Respect the Space:** Be mindful of other people in the room and respect their personal space and artwork.
- **No Running:** For your safety, running is strictly prohibited in all painting areas.
- **Report Spills:** All paint spills must be reported to staff immediately for prompt cleanup.
- **No Outside Food or Drink:** No alcohol is to be consumed in the painting rooms unless explicitly permitted by management.

2. CLOTHING AND EQUIPMENT

- **Appropriate Footwear:** Please wear flat, closed-toe shoes or go barefoot. Overshoes are provided for your convenience.
- **Personal Belongings:** We strongly advise that you remove and secure watches, jewelry, and other valuable items in a locker before entering the painting area.
- **Used Tools:** Place all used brushes and other equipment in the designated "Used" receptacles immediately after you are finished.

3. TOOL-SPECIFIC RULES

- **Paint Spray/Pellet Guns:**
 - Do not aim paint at people.
 - Do not aim paint above shoulder height.
 - Do not aim paint at the floor.
 - Return guns to staff immediately after use.
- **Bucket and Mop/Broom:**
 - Keep the bucket within 50cm of the wall at all times.
 - Keep the mop/broom pointing toward the wall.
 - Return tools to staff immediately after use.

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