



Event Booking Terms & Conditions

We're delighted to welcome you to a workshop at **Instant Scenery Ltd**. These terms apply to workshops and events booked directly with us.

Booking and payment

Places must be booked and paid for in advance. Your booking is confirmed once full payment has been successfully received.

Where more than one place is purchased in a single booking, the person making the booking is responsible for providing the correct number and names of attendees.

Cancellations and refunds

We understand that plans can change.

If you cancel your booking **14 days or more before the workshop**, we will provide a full refund.

If you cancel **less than 14 days before the workshop**, we cannot guarantee a refund as materials and other arrangements may already have been purchased or prepared specifically for your place.

Where possible, we will be happy to transfer your booking to another available workshop date or allow you to transfer your place to another person. Please contact us as soon as possible if you need to make a change.

Nothing in these terms affects your statutory rights.

If we need to cancel

In the unlikely event that Instant Scenery needs to cancel or significantly reschedule a workshop, we will contact you as soon as possible.

You will be offered either an alternative available date or a full refund of the workshop fee.

Instant Scenery cannot be responsible for additional costs incurred by attendees, such as travel or accommodation expenses.

Workshop materials

Unless otherwise stated in the individual workshop description, all materials required to take part in the workshop are included in the ticket price.

Our workshops may use natural, seasonal and handmade materials. The exact flowers, foliage, decorations, colours and other materials available may therefore vary from photographs or examples used to advertise the workshop.

Allergies and sensitivities

Some workshops may involve natural foliage, plants, flowers, adhesives, decorative materials or other products.

If you have an allergy, sensitivity or other requirement that may affect your participation, please contact us **before attending** so that we can advise you about the materials being used and make reasonable adjustments where possible.

Attendance

Please ensure that you purchase the correct number of places for your party.

Workshop places are limited and we cannot guarantee entry for additional guests who have not booked and paid for a place in advance.

Please arrive promptly for the advertised start time so that everyone can enjoy the full workshop experience.

Photography

We may occasionally take photographs or short videos during our workshops for use on the Instant Scenery website, social media and marketing materials.

If you would prefer **not to be photographed or filmed**, simply let a member of our team know when you arrive and we will respect your preference.

Personal belongings

Please take reasonable care of your personal belongings while attending an event. Instant Scenery cannot accept responsibility for loss or damage to personal belongings except where we are legally responsible.

Your information

Information supplied when making a booking will be used to administer your booking, process your payment and communicate with you about the workshop.

We will handle personal information in accordance with our Privacy Policy and applicable UK data protection legislation.

Contact us

If you need to cancel, transfer or make a change to your booking, or have any questions about attending a workshop, please contact:

Instant Scenery Ltd

Kempsey, Worcestershire

Email: info@instantscenery.co.uk

Telephone: 01905 347105