

# Peony & Pose – Event Terms & Conditions

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## 1. Bookings & Payments

- All bookings for Events must be made in advance through our website or authorised booking platforms.
- Payment is required in full at the time of booking to secure your place.
- We accept major credit/debit cards and secure online payments.

## 2. Cancellations & Refunds

- We understand that life throws unexpected challenges which may mean you can no longer attend an event. If you need to cancel, please contact us as soon as possible.
- If you need a refund 10 days before the event, you will receive a full refund. If it is any less than that, please contact us directly. We review each refund request on an individual basis, please bear in mind that we may have already ordered materials.
- If we cancel an event due to unforeseen circumstances, you will receive a full refund or be offered an alternative date.

## 3. Workshops & Safety

- All tools and materials are provided unless otherwise stated.
- Participants should wear suitable clothing; we are not liable for damage to clothing or personal items.
- We ensure a safe, welcoming space; please alert us to any allergies, injuries or special requirements in advance. We will do our best to accommodate you.

## 4. Products & Flower Availability

- All flowers are subject to seasonal availability. Substitutions may be made while maintaining overall style and quality.
- Photos on our site and socials are examples only; natural variations occur in handmade items.

## 5. Event Attendance

- Please arrive on time. Late arrivals may miss important parts of the session and refunds will not be issued.

- Please contact us directly if you would like to bring someone under 18. We review each request individually and will make our decisions based on the event.

## **6. Photography & Social Media**

- We may photograph events for promotional purposes. Let us know if you do not wish to be featured.
- Feel free to tag us at @peonyandpose – we love to see your creations!

## **7. Liability**

- Peony & Pose is not liable for any injury, loss, or damage sustained during events.
- Participants join at their own risk and are responsible for their own safety and belongings.
- Participants must fill in and return the waiver in order to take part in our events. If you have not received a waiver, please contact us as soon as possible.

## **8. Privacy**

- Personal details provided during booking are used solely for communication and service delivery.
- We never share your information without consent.