

AROĀ ARTS

Terms & Conditions

These Terms & Conditions apply to all bookings, workshops, and events ("Sessions") provided by Aroā Arts ("we", "us", "the Studio"). By paying a deposit or booking a Session, the client ("you") agrees to these terms.

1. Bookings & Enquiries

Bookings are made directly by contacting us via:

- Email: aroaarts@outlook.co.nz
- Direct message via our Facebook or Instagram pages

Bookings are not confirmed through public comments on social media posts — only via direct message, email, or invoice confirmation. A booking is considered confirmed once the deposit has been received.

Painting Choice Deadline

- Your painting design choice must be confirmed no later than 72 hours before your session.
- If your booking is made the day before your session, your painting choice must be confirmed within 12 hours of booking, or at the time of booking.

2. Pricing & Canvas Options

- 12x16in canvas: \$45 per person
- 12x16in canvas, group discount: \$40 per person for privately booked group sessions (minimum 8 people)
- 16x20in canvas: \$55 per person
- 16x20in canvas, group discount: \$50 per person for privately booked group sessions (minimum 8 people)
- Other canvas sizes are available on request — pricing will be discussed and quoted at the time.

Complimentary Refreshments

- Complimentary hot drinks (coffee, tea, and hot chocolate) are available in-studio for all sessions. Options on offer vary and are not guaranteed to include a specific type or brand — refreshments are provided based on what is on hand at the time.

3. Deposits & Payment

This section applies to private group bookings and kids' birthday party bookings. Pre-advertised sessions require full payment to secure your seat — see Section 6.

Deposit

- A non-refundable deposit of 50% of the total session cost is required to confirm every private group or birthday party booking.
- The deposit is due within 48 hours of the invoice being sent.
- If a booking is made within 48 hours of the desired session date, the deposit is due within 24 hours of the invoice being sent. For example, if you enquire Thursday afternoon for a Saturday booking, the deposit must be paid by Friday afternoon, or the date may be released to other clients.

Full Payment

- The remaining balance is due on the day of the session or the evening before, unless an alternative payment arrangement has been agreed in writing with us in advance.
- Sessions cannot proceed without full payment, except where an alternative arrangement has been agreed by both parties.

Payment Methods

- Invoice sent via email, payable by direct bank transfer.
- Card payment is also available directly through the invoice. Please note a convenience fee applies to card payments, set by our accounting/invoicing provider and outside our control.

4. Cancellations, Rescheduling & Refunds

Private Group Bookings

- Rescheduling requires a minimum of 7 days' notice. Rescheduling with less than 7 days' notice will result in forfeiture of the deposit.

Pre-Advertised Weekend Sessions

- Pre-advertised sessions are strictly non-refundable and non-transferable, and cannot be rescheduled once booked.

Refunds

- Refunds are only provided where we are unable to deliver the session due to circumstances on our side (e.g. illness, studio unavailability, unforeseen closure).
- Where we cancel or are unable to run a session, you will be offered a full refund or the option to reschedule at no extra cost.

Weather & Studio Accessibility

- If the studio becomes inaccessible or unsafe to hold a session (e.g. severe weather, power outage, flooding), we will contact you as soon as possible. You will be offered the choice of rescheduling to a new date at no extra cost, or a full refund.

5. Contact & Communication

We aim to respond to all enquiries within 24–48 hours, during the following hours:

- Monday – Tuesday: 9:30am – 4:30pm
- Wednesday: 11:00am – 2:30pm
- Thursday – Friday: 9:30am – 4:30pm

Messages received outside these hours will be answered on the next available business day. To respect work-life balance, we do not guarantee responses on weekends, public holidays, or outside listed hours.

6. Pre-Advertised Weekend Sessions — How to Book

- Advertised session details (date, time, price, painting design) are posted on our Facebook/Instagram pages.
- To secure a seat, contact us directly via email or DM — spots are not held from public comments.
- Full payment is required to secure your seat for pre-advertised sessions (this differs from private group bookings, which require a 50% deposit — see Section 3).

7. Private Group Bookings

- Minimum group size is 7 people. Smaller groups are welcome but will be charged at the 7-person rate.
- There is no minimum advance notice required — the earlier you book, the better your chance of securing your preferred date/time. Day-of or day-before enquiries are welcome but availability is not guaranteed.
- Sessions can be held in-studio, or we can travel to your venue.

Travel Fees

- Napier (excluding Bay View): \$20
- Haumoana: \$20
- Flaxmere / Hastings / Havelock North: \$15
- Locations outside these areas: travel cost to be discussed and confirmed directly with us prior to booking.

Venue Requirements for Mobile Sessions

- Access to a place to dispose of paint water
- Adequate space to set up tables and materials, or sufficient existing table space for the group

Damage Disclaimer

We take reasonable care to minimise paint splatter, mess, and spills. However, we are not responsible for any paint damage to clothing, furniture, flooring, or personal property belonging to participants or their venue. We recommend wearing old clothing or an apron (provided in-studio where available).

Weather — Mobile Bookings

- If severe weather makes travel to your venue unsafe (e.g. flooding, severe storm, road closures), we will contact you as soon as possible to discuss options.
- Our preference is to reschedule your session to a new date at no extra cost. A refund of your deposit will be offered only where a suitable alternative date cannot be found.

8. Kids' Birthday Party Bookings

- Standard package: up to 8 children, \$280 total.
- Includes all materials, choice of a children's painting design, and up to 2 hours of studio time (painting time is approx. 1.5 hours).
- Additional children: \$30 each.
- BYO food and drinks.
- Studio decoration is included, subject to availability; specialised/custom themes may incur an additional cost.
- If the birthday child/group wishes to choose a painting design outside our standard children's party range, this will be priced separately.
- A minimum of 1 adult must be present and supervising in the studio for the full duration of the session.
- Recommended minimum age for children's sessions is 5 years and up. Bookings for a group of children aged under 5 can be discussed directly with us — these sessions require active parent/caregiver supervision, and parents/caregivers should be prepared to assist their own child through the painting process.
- Deposit and payment terms are the same as outlined in Section 3.

9. Studio Code of Conduct

- We do not sell or supply alcohol at any session.
- BYO food and drink is welcome. BYO alcohol is permitted for participants of legal drinking age only. Anyone who becomes severely intoxicated or disruptive may be asked to leave the premises without refund.
- We aim for a fun, relaxed, and welcoming environment. Kindness is expected at all times — harassment, discrimination, or abusive behaviour of any kind towards staff or other participants will not be tolerated and may result in removal from the session without refund.
- We reserve the right to refuse service or entry to any person who compromises the safety, comfort, or enjoyment of others.

10. Uncollected Paintings

- Paintings left in-studio to dry may be collected within 1 week of the session date.

- Paintings not collected within 1 week will be disposed of.
- Please contact us to confirm a collection time before coming to the studio to pick up your painting.

11. Liability & Assumption of Risk

Paint and sip sessions involve the use of art materials that may stain or mark clothing, skin, or surfaces. By attending a session, participants acknowledge this risk and agree that we are not liable for any staining, damage, or minor injury arising from ordinary participation in the workshop.

Participants take part at their own risk. We recommend disclosing any relevant allergies (e.g. to paints, materials, or food brought into the studio) prior to the session.

12. Photography & Social Media

We may take photos or videos during sessions for promotional use on our website and social media pages. As standard practice, we do not show children's faces in our own social media or marketing content. Parents and guardians are welcome to tag Aroā Arts in their own personal posts if they choose to share photos from a session.

Should a larger marketing or promotional opportunity arise (e.g. billboard, magazine, or other external advertising) where we would like to use photos or video that include a child's face, we will always seek separate, signed written consent from the child's parent or guardian beforehand. This does not apply automatically — it will only be requested if such an opportunity comes up.

If you do not wish to be photographed or featured at all, please let us know in advance and we will respect this.

13. Gift Vouchers

- Gift vouchers are valid for 3 years from the date of purchase, in line with the minimum expiry period required under New Zealand's Fair Trading Act.
- Vouchers can be redeemed towards any session type (pre-advertised, private group, or kids' birthday party) and any canvas size — if the session or canvas chosen costs more than the voucher value, the client pays the difference.
- Gift vouchers are non-refundable and cannot be exchanged for cash, in full or in part.
- Vouchers are transferable (can be used by someone other than the original purchaser) but cannot be replaced if lost, stolen, or expired.
- Booking, deposit, and cancellation terms outlined elsewhere in these Terms & Conditions still apply when a voucher is used towards a session.

14. Changes to These Terms

We may update these Terms & Conditions from time to time. The version in effect at the time of your booking will apply to that booking.

15. Privacy

We collect personal details (such as your name, contact information, and, for private group or party bookings, details about your group) only to manage and deliver your booking. We do not sell, rent, or share your details with third parties.

16. Governing Law

These Terms & Conditions are governed by the laws of New Zealand.

