

Studio Use, Booking & Cancellation Policy

1. Introduction

At Kitty's Art Studio | Springwood Barn, we are committed to providing an inclusive, inspiring, and professional environment for all artists and learners. This policy outlines our studio ethos, student expectations, bookings, cancellations, and health & safety guidelines, ensuring clarity and professionalism for all participants.



2. Studio Ethos & Learning Approach

Kitty's Art Studio | Springwood Barn welcomes students of all backgrounds and abilities, adapting teaching methods to foster independent learning, creativity, and confidence-building.

- **Structured learning:** Workshops and courses are tailored to students' skill levels and ages, ensuring accessibility.
- **Exploration & experimentation:** Students work with different media to develop skills in sketchbooks and practice pages before creating a final piece reflecting their creative journey.
- **Ongoing development:** Each half-term, students will explore a new material or technique, trial methods, and refine their practice.
- **Studio-provided materials:** All essential materials are included in workshops. Extra resources will be available for purchase at the end of sessions.
- **Formal courses:** Students receive structured feedback to refine technical skills and develop personal artistic styles.
- **Inclusivity:** Workshops are adapted to support students with additional needs, ensuring accessibility for all learners. (Please discuss with the studio directly to ensure they can support any additional needs.)

3. Student Expectations

To ensure a safe and respectful creative environment, students must:

- Handle equipment carefully, following all instructor guidance.
- Respect fellow students, studio resources, and shared materials.
- Encourage collaboration, offering constructive feedback.
- Follow health & safety guidelines, using materials responsibly.
- Provide parental consent when booking students under 18.

Kitty's Art Studio | Springwood Barn fosters a professional and inclusive learning space. Bullying, disruptive behaviour, or discriminatory remarks will not be tolerated and may result in removal from the course. All peer interactions and group work should uphold a spirit of mutual support and creativity.

4. Studio Usage & Locations

Kitty's Art Studio | Springwood Barn is located on private land in Haslemere, surrounded by natural woodland, ponds, and open fields. This peaceful setting allows students to connect with nature while creating unique artworks.

- **Outdoor safety:** Participants using outdoor spaces must complete a waiver, confirming their understanding of safe land use.

- External venues: The studio may conduct workshops at other locations. All sites will be reviewed for suitability before sessions take place.
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5. Booking Policy:

Online Course Booking

- Courses booked through our website via Bookwhen.com require full payment upon booking to secure a place.

Private Workshop & Private Tuition

To book a private workshop or private session, participants must:

1. Submit a booking request via email: studio@springwoodbarn.co.uk.
 2. Confirm session details, including date, duration, and number of attendees.
 3. Receive an invoice and payment instructions.
 4. A 50% deposit is required to confirm booking. Remaining 50% is required two weeks before first session.
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6. Cancellation & Refund Policy

Cancellation by Participant

- Cancellations made at least two weeks before the event will receive a refund.
- Cancellations within two weeks are non-refundable unless the space can be filled from the waitlist.

Cancellation by the Studio

In the unlikely event that Kitty's Art Studio | Springwood Barn cancels a workshop or session due to unforeseen circumstances (e.g., illness, venue issues):

- Participants will be offered an alternative date or a full refund.
 - If the session is postponed, all bookings will be transferred to the rescheduled date at no extra cost.
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7. Rescheduling Policy

- Participants may request to reschedule their booking at least two weeks before the event, subject to availability.
 - Reschedule requests within two weeks may be granted at the studio's discretion, depending on availability.
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8. No-Show Policy

- Participants who do not attend without prior notice will not be eligible for a refund or rescheduling.
 - Exceptions may be considered for emergencies, provided appropriate documentation is submitted.
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9. Studio Purchases & Pre-orders

- Materials are available for purchase directly from the studio. Payments will be processed via direct invoicing or PayPal invoicing. For details on privacy and data protection, please refer to PayPal's website.

10. Health & Safety

Kitty's Art Studio | Springwood Barn ensures all facilitators receive suitable training in handling materials and techniques. COSHH assessments and risk evaluations are conducted to maintain a safe learning environment.

All sessions adhere to strict health & safety protocols, including:

- Safe handling of materials and tools
- Fire exits & first aid procedures outlined.
- Emergency protocols in place

Data & Safety Information

Only essential personal information needed for safety, such as emergency contacts, medical notes, and photography permission which is collected during booking. This information is handled securely and in line with our Privacy Policy, UK GDPR, and privacy-by-design principles.

11. Marketing & Communications

Kitty's Art Studio | Springwood Barn will only send marketing communications, newsletters, or promotions with explicit consent.

- A third-party provider may be used for managing email subscriptions.
- Email engagement may be tracked to improve content.
- Participants can unsubscribe at any time.

12. Liability & Insurance

Kitty's Art Studio | Springwood Barn maintains comprehensive business insurance with Hiscox, including public liability and professional indemnity coverage. By booking, participants acknowledge the studio's safety procedures and insurance coverage.

13. Contact Information

Email: studio@springwoodbarn.co.uk

We are always happy to help with booking or policy questions.

14. Policy Monitoring & Review

This policy will be reviewed annually or sooner if required by changes in legislation or best practice.

Last Reviewed: June 2026

Next Review Due: June 2027
