

The following is a list of frequently asked questions that you may find useful.

### Ages, Numbers, Choice & Frequency

#### **What is the best age for this type of party?**

- Generally the younger the guests the more assistance is required. If a large proportion of your guests are going to 5 or under please feel free to email to discuss with us. We would ask that the majority of the children be 5/6 and above, preferable school year 1 upwards. Large groups of pre-school children often have a shorter attention span, need more one on one support and sometimes don't want to paint for 45 minutes or longer - consequently this might have a detrimental impact on your party.

#### **How many can I invite?**

- We have a large table that can fit 10 comfortably with a potential for 1 more at each end. If numbers above 12 are expected then it will be on two tables and we would prefer you to discuss numbers with us before booking as it requires a different level of staffing.

#### **How much help should I give?**

- Some children require more support than others so we suggest that parents/friends be prepared to get involved and give general assistance, such as encouraging and helping children, opening paint pots or finding brushes, etc. Your party host will of course be helping all guests throughout the party too.

#### **How long do the parties take?**

- Option 1 parties are max 45mins in length.
- Option 2 & 3 parties take about 1hr-1hr 15mins as there is more to paint.
- Exact times are variable with the age and abilities of the painters.

#### **How many parties do you run?**

- We only book one party on any one day to allow for other customers to come at different times.

#### **Do you run parties during the week?**

- Yes though we are only open certain days of the week; please email the studio to discuss.

#### **Which party option is best for my child?**

- This is entirely up to you, however the Option 3 party offers larger items and more flexibility / mix and matching of several smaller pieces and as such is more aimed at older children who, generally, have a desire to paint for longer and with more detail.

### Location & Facilities

#### **What are the facilities at the studio?**

- The Studio is quite small and has only one room - there is no additional party room.
- Toilets are not in the studio but are based in the courtyard about 25 metres from the shop. Members of staff cannot be responsible for taking children to the toilets so please make sure that you have adequate parental cover to cope with this probability.

#### **Do you stay open to the public during your party?**

- Yes. A member of staff will be your party host but we are a small organisation and as such there might be occasions when other customers come to paint or pop in for collections. This will be dealt with as quickly as possible or we will request that they come back. Your party is our priority.
- We recognise that fun parties can sometimes become noisy, and this is fine! Any other painters in the studio at the same time as your party will have been pre-warned that there is a party booked in and already given the option to come at a different time.

### Party Format, Games & Decorations

#### **What is the general format of the party?**

- We wait for everyone to arrive, perform a welcome speech, then guests choose the pieces they would like to paint and some painting guidelines are given. The children paint - please note that children paint at varying speeds and to allow for this we have a colouring/puzzle sheet for each child to compensate for this time difference. If a handprint plate is included in your party format, this will be completed while the guests are painting. After painting, the party ends unless **food is being had** – In which case at this point we ask you to take the children to the toilet, which allows us time to clear and clean the table and then put the food out. Please note that other adult assistance may be required if you have a larger number of guests to take to the toilets, and we are happy to put your food out if you are bringing your own food while this toilet trip happens.

### **What games are provided?**

- We do not provide games for the children to play after painting. If you would like to bring a pass the parcel or a game that can be played at a table then these are welcome though please note that two hours is the allocated time for a party.

### **Can I bring any decorations or goody bags?**

- Please feel free to bring balloons and table decorations however we request that you don't bring anything that attaches to the walls as it can damage the paintwork and of course you can bring goody bags.

### **Do you provide aprons?**

- We have 6 children's aprons available, however all the paints used are fully washable. If your guests have any concerns then we would always recommend old clothes.

### **Can we bring our own music? And can the dance?**

- Music – we have a docking station so if you would like to bring some party music then that is fine we just ask that the music is suitable for all ages. Sadly being a small place we have no room for dancing.

### **When do we get our party pieces?**

- After the party, your painted items are allowed to dry, and are then glazed and fired on site. They are kept together and are normally ready for collection after 7 days. We will ring if there is any variation on this. For collections feel free to park outside the shop rather than using the car parks.

## **Food**

### **Can I bring a birthday cake?**

- Of course you can bring a cake! And candles!

### **What food and drinks are provided?**

- For food we provide ham, jam & cheese sandwiches; sausage rolls; grapes, carrots & cucumber; crisps and finally a selection of small cakes and biscuits
- For drinks we provide blackcurrant, orange and water

### **Where does the food come from and can I do something different?**

- Our food is provided by certified external caterers.
- If you would like some alterations to the menu i.e. special, dietary requirements, a mix of white/brown bread or vegetarian only then please let us know when booking your party.

### **When do I confirm party numbers for food ordering?**

- We ask that party numbers are confirmed 2/3 days before the party to allow for the caterer. If guests subsequently do not attend then we do have to charge for food as per the confirmed number because this is ordered and prepared externally.

### **General Information regarding bringing your own food:**

- We do not have facilities to warm up any food.
  - All responsibility for the food will be yours.
  - Please try to limit your range of food as we have limited storage space while the party is in progress.
  - Food will be placed in the centre of the table; there is no separate table space to have a buffet style event.
- Top tip: filled party boxes are a quick and easy option for party food. Please don't be tempted to bring a huge amount of food, especially for younger children as they will not eat as much as you think.

## **Payments and Attendance**

### **When do we pay the 50% Deposit and Final Payment? And do you charge for non-attendees?**

- A 50% Deposit is required to confirm booking and is non-refundable.
- Final Payment is completed after the party because until the last minute a guest might not turn up and we do not charge for non-attendees.
- No we do not charge for guests who do not arrive on the day.
- Please note if food is booked then this will have to be charged for as it comes from an outside caterer.

### **What if we have to rearrange the party date?**

- We are happy to re-organised the party date as long as no food has been ordered. If food has been organised then that will have to be paid for.
- Very occasionally we have been forced to closed unexpectedly e.g. due to snow making the studio impossible to get too safely. In such circumstances we would of course provide as much notice as possible and seek to rearrange for the earliest possible new date suitable to all.