



Terms and Conditions

By engaging Dirt and Wonder (herein after referred to as the “Company”) and its services, you (herein refer to as the “Customer”), hereby confirm that you have read, fully understand and agree to be bound by the following terms and conditions.

Once payment is received, it is considered that Customer has agreed to abide by these terms and conditions.

1 CANCELLATION, RESCHEDULE, REFUND POLICY

1.1 A FULL PAYMENT IN ADVANCE IS REQUIRED FOR YOUR BOOKING RESERVATION TO BE CONFIRMED.

1.2 APPLIES FOR POTTERY RELATED SESSIONS

1.2.1 Cancellation has to be made at least two (2) hours prior to session or Customer will be required to pay the cancellation fee (50% of package).

1.2.2 There will be no refund made should the Customer cancel after the start of the session.

1.2.3 Cancellation fee may be waived with appropriate reasoning. Similarly, refund will be done accordingly.

1.2.4 Company reserves the right to refuse request at its sole discretion.

1.3 APPLIES FOR RENTAL PACKAGE

1.3.1 Cancellation has to be made at least five (5) days prior to Customer’s start date or Customer will be required to pay the cancellation fee (50% of package).

1.3.2 There will be no refund made should the Customer cancel after the start date.

1.3.3 Renewal of space has to be made between 20th to 25th of current month to secure the slot for the subsequent month.

1.3.4 All slots that are not secured via renewal will be up for booking. The space will be cleared up accordingly.

1.3.5 Company reserves the right to refuse reservations at its sole discretion.

2 SESSION DURATION

2.1 APPLIES FOR POTTERY RELATED SESSIONS

- 2.1.1 The duration of each session depends on individual stated duration of each session on the website. If the session ends early, Customer is allowed to stay in the premises after the completion of the session as long as Customer maintains a conducive environment for the studio to operate and does not disrupt the studio operations physically.
- 2.1.2 The making duration of the session will be judged by the instructor.
- 2.1.3 If the Customer requests to use the facility on a day that is blocked out, the Company reserves the right to refuse request at its sole discretion.
- 2.1.4 Studio clean-up (as instructed by instructor) must be completed by end of session. Customer will return the studio to the original state and position.
- 2.1.5 5 to 10 minutes grace period is given before and after the booking.

2.2 APPLIES FOR RENTAL PACKAGE

- 2.2.1 The duration of the rental package is any time between 10am to 6pm during operational days for one month.
- 2.2.2 One month is refers to a universal calendar. Does not mean 30 day or 31 days.
- 2.2.3 If the Customer requests to use the facility on a day that is blocked out, the Company reserves the right to refuse request at its sole discretion.
- 2.2.4 Studio clean-up must be completed by end of day. Customer will return the studio to the original state and position.
- 2.2.5 10 minutes grace period is given before and after the booking.
- 2.2.6 Overtime will be calculated in increments of 30 minutes beyond booking end-time of rental period when Customer is either still using, packing up, cleaning and returning the studio to its original state and position.

3 TERMS OF USE

3.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 3.1.1 Use of studio and equipment is at Customer's own risk. Customer hereby waives rights to seek legal redress for mishaps, accidents, and/or loss while on Company premises located at 50 Bukit Batok Street 23, Midview building, #02-14, Singapore 659578.
- 3.1.2 The access of premises is limited to the number of pax in booking. Customer is to request for permission and access from Company if the package is being transferred or shared. If adult supervision is required, Customer is required to inform prior to session.
- 3.1.3 Customer agrees to leave the studio and adjacent grounds in the same condition as they were when Customer arrived.
- 3.1.4 Customer is solely responsible for any legal infractions that they make during their time on Company premises. This includes parking tickets, other violations or citations, and any legal action resulting from use of space.
- 3.1.5 Customer agrees to hold Company (its owner, staff, members, and anyone related acting on its behalf of Company) completely harmless for any loss, accident, or injury to Customer's self while on our premises. Customer agrees to be solely responsible for conduct and welfare while on Company premises.
- 3.1.6 Customer is solely responsible for safety and well-being of themselves.
- 3.1.7 Customer agrees to hold Company (its owner, representatives, and anyone acting on behalf of Company) completely harmless from any action, legal or otherwise, that results from Customer conduct.

4 EQUIPMENT AND ITEM INCLUDED

4.1 APPLIES FOR POTTERY RELATED SESSIONS

- 4.1.1 Company agrees to provide equipment and room in good working order throughout the session. If an equipment is not in good working order, Company will replace it with a similar equipment during the session.
- 4.1.2 Company makes no special guarantees to equipment functionality or suitability to Customer's purposes but for what the Company intended it to be used for.
- 4.1.3 Company is not liable for acts out of its control that affect shooting conditions, such as power outages, weather, or emergencies. In the event of power outage, Company will provide an extension of studio usage time equivalent to the time that was affected.

4.2 APPLIES FOR RENTAL PACKAGE

- 4.2.1 Equipment provided includes a foldable table, storage space on shelf and storage bow. With a safety deposit of \$50, additional equipment provided includes pottery wheel, set of tools and table wheel.
- 4.2.2 Company agrees to provide equipment and room in good working order throughout Customer's rental duration. If an equipment is not in good working order, Company will replace it with a similar equipment during Customer's rental duration.
- 4.2.3 Company makes no special guarantees to equipment functionality or suitability to Customer's purposes.
- 4.2.4 Company is not liable for acts out of its control that affect shooting conditions, such as power outages, weather or emergencies. In the event of power outage, Company will provide an extension of studio usage time equivalent to the time that was affected.

5 USAGE OF BEHIND-THE-SCENES PHOTOS AND VIDEOS

5.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 5.1.1 Company reserves the right to use any behind-the-scenes photos and videos arising from the usage of our studio(s) for its own portfolio and publicity purposes, unless otherwise agreed upon.

6 STORAGE

6.1 APPLIES FOR POTTERY RELATED SESSIONS

- 6.1.1 Storage fee of \$10 per day will be imposed should Customer decide to store their things after the collection period.

6.2 APPLIES FOR RENTAL PACKAGE

- 6.2.1 Storage fee of \$50 per day will be imposed should Customer decide to store their things after rental period.
- 6.2.2 Additional storage of items is subjected to availability.

7 SMOKING

7.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 7.1.1 Smoking, vaping or any usage of illegal substances is not allowed within the Company's premises.
- 7.1.2 If evidence of smoking, vaping or any usage of illegal substances (including existence of scent inside or outside of the Company's premises), a \$250 cleaning fee will be assessed to Customer.

8 CHILDREN AND PETS

8.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 8.1.1 All children and pets must be supervised at all times.
- 8.1.2 Company will not be liable for any injury or damages to any unsupervised children or pets.
- 8.1.3 Customer is to clean any excretions from their pets and ensure that no stain or smell is left behind, otherwise a cleaning fee of \$100 will be assessed to Customer.
- 8.1.4 Company has the right to refuse the entry of pets at its sole discretion.

9 DAMAGES

9.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 9.1.1 Customer shall be solely responsible for any damage or theft to Company's property or equipment that occurs during the time Customer occupy the Company's premises.
- 9.1.2 Customer agrees to pay reasonable repair costs for damaged equipment.
- 9.1.3 Customer agrees to pay for damage to the Company's premises, including but not limited to spills, excessive wear, marks or stains on furniture, fixtures, and painted surfaces.
- 9.1.4 Any item within the Company's inventory found missing after the rental or usage period will result in replacement cost being assessed to Customer.

10 FLAME, FIRE OR PYROTECHNICS

10.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 10.1.1 Open flame, fire and pyrotechnics are prohibited at all times inside the facility and within the Company's premises at 50 Bukit Batok Street 23, Midview building, #02-14, Singapore 659578.

11 OUTCOME OF VESSEL

11.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 11.1.1 Each entitled vessel must be within 15cmx15cmx15cm dimension.
- 11.1.2 Additional cost applies for firing, glazing, exceeding size and additional vessel according to the session/ package.
- 11.1.3 Due to the drying, bisque firing, glazing and glaze firing process, works will take approximately 6-8 weeks to be ready.
- 11.1.4 The unpredictable nature of clay, glaze and kiln firing may vary the outcome of the works. This includes but is not limited to change in glaze colour, glaze separations, glaze bubbling, cracks, chips, etc. If it is an issue that needs to be addressed, Customers will be informed accordingly.
- 11.1.5 The primary contact person will be contacted for all the works submitted together in one glaze form. Vessels submitted on separate forms will not be contacted together.
- 11.1.6 Customers will be given 2 weeks to collect their works upon getting notified, via WhatsApp/text. Works not collected by the mentioned deadline will be discarded. Company will not be responsible nor issue refunds for the loss of works.
- 11.1.7 Vessels that leave the studio after collection will no longer be Company's responsibility.
- 11.1.8 Once payment is received by the Company, it is considered that Customer has agreed to abide by these terms and conditions stated above.

12 MISCELLANEOUS

12.1 APPLIES FOR POTTERY RELATED SESSIONS AND RENTAL PACKAGE

- 12.1.1 This Agreement incorporates the entire understanding and agreement between the Customer and the Company.
- 12.1.2 Any modifications of this Agreement must be in writing and signed by both parties.