

Terms and Conditions

Thank you for visiting Art By Ekat (ABN 16 189 139 195) (“we” or “us”).

These terms and conditions govern your use of our website, the provision of tickets and bookings for our workshops, classes and vouchers (**Services**), and sale of our pottery products (**Products**).

By using this website, acquiring our Services or purchasing our Products, you acknowledge that you have read, understood and agree to be bound by these terms (Terms).

WORKSHOPS & CLASSES

Cancellation & Rescheduling Policy

You may cancel up to 14-days prior to the date of your class and receive a full refund of the value of the class.

If you cancel between 7 and 13 days prior to the class, you will be eligible for a partial refund of 50% of the class value.

Cancellations received less than 7 days before the date of the class are not eligible for a refund as materials for your class will have been purchased by this time.

Missed Sessions

At this time, we do not offer make-up sessions for missed classes. Please contact us to discuss alternative options if you are going to miss a class.

PRIVATE EVENTS

Deposit

To confirm your booking for a private event, a deposit is required. This deposit secures your selected date and time and will be applied towards the total cost of the event. The deposit must be paid at the time of booking, and the remaining balance is due 14 days prior to the event date. Failure to pay the deposit within 48 hours of booking may result in the release of your reserved date.

Cancellation & Rescheduling Policy

The deposit is refundable if the event is cancelled at least 14 days before the scheduled date. Any cancellations received after this time will result in the deposit being retained by us as compensation for the materials bought in preparation for the event.

Food and Drink for your Event

We do not supply any food or drink for your event. You are welcome to bring your own, including any crockery and cutlery. For safety reasons, **no glass items are permitted to be brought to our events.** This includes glass bottles, containers, or any other glassware. We recommend using alternative materials such as plastic or metal for any beverages or items you wish to bring.

CONDITIONS OF ENTRY

We may refuse your entry to the studio or evict you from the studio, including but not limited to, in any of the following circumstances:

- (a) where you cannot produce a ticket or proof of purchase for an event, class or workshop;
- (b) where you refuse to comply with reasonable directions of us or the event organiser that are reasonably required to provide a safe event for workers and other patrons or to comply with relevant laws and government directions or orders;
- (c) where you have in your possession and/or refuse to surrender to our staff any prohibited object or article including but not limited to dangerous items, photographic or recording equipment or food or alcohol that is not permitted to be brought into or used in our studio;
- (d) where you behave in a manner which causes or may cause property damage or that threatens or may threaten the safety of our staff, our students, our patrons or any other persons, including as a result of intoxication;
- (e) where you behave in a manner that unreasonably interferes with other students or patrons enjoyment of the event, class or workshop; and
- (f) where you otherwise breach these Terms.

Only enrolled students are permitted to attend class. Unfortunately, our space cannot accommodate friends, family or parents to join in, watch or stay during the class.

WHAT DO I WEAR TO CLASS?

Recommended Attire

Pottery is a fun and beautiful process, however it can get messy. We recommend that you only wear clothing that you are happy to get dirty.

Please ensure you bring or wear the following items to your class:

- towel;
- old clothing; and
- closed-toe shoes.

We disclaim any liability for damage that occurs to clothing or attire during the pottery process. Further, we disclaim any liability for damage or injury that occurs as a result of a student not wearing the appropriate attire for class.

YOUR WORKS OF ART AFTER CLASSES, WORKSHOPS OR EVENTS

Damage Disclaimer

Despite our best efforts to maintain the integrity of your creations during workshops, pottery inherently involves unpredictable outcomes. Your piece may crack, break, or even burst in the kiln. We disclaim any liability for damage or breakage that occurs during the pottery process. This is an integral part of the creative experience, and we appreciate your acceptance of the inherent uncertainties in ceramics.

Shipping Disclaimer

We prefer that you collect your completed works from our studio after classes or workshops. However, if you require your works to be shipped to you, this can be arranged by us at your cost.

Storage Policy

We uphold a strict 6-week storage policy. Any uncollected work will be discarded after this period as we do not have the facilities to store your works indefinitely. It is your responsibility to ensure the timely collection of their creations. If you anticipate that you will be unable to collect your works during this period, please contact the studio to make alternative arrangements.

ART BY EKAT CERAMICS

Shipping

Free shipping within Australia on orders over \$150.

Orders are processed within 3-5 business days.

Buyers are responsible for duties, taxes, and import expenses for international shipments. Taxes and duties are not included in shipping costs.

Ceramic Care

Each piece is unique, with variations in color, texture, and size. Unless specified otherwise in the product description, all items are microwave and dishwasher safe however it is encouraged to avoid both to extend longevity of the piece. Never leave your ceramic soaking in water for long periods of time.

Like most materials when exposed to heat, ceramics also get rather hot. Please be mindful when drinking hot liquids instantly out of your cup as you may not only burn your tongue but also your fingers. It will be worth the wait, I promise.

Please do not stress if you notice the inside of your cup dulling over time, this is your cups way of ageing. It will not affect its quality or longevity, it is simply proof that you've shown it lots of love.

Faulty items

All purchases are final, unless an item is faulty.

Unfortunately faults do happen. Please contact us within 48 hours of receiving your Product if faulty or damaged so we can organise a replacement or refund.

Damaged Items

Tracking info and insurance are provided with every order. However, the buyer assumes responsibility after the order is dispatched. Claims for lost, stolen, or damaged packages must be filed with the shipping service provider.

Packaging

All our pieces are packed with extreme care and are all eco friendly and recyclable. On the occasion bubble wrap is required, it has all been reused from personal deliveries and we encourage it to be reused again.

Payment

Payment information is process securely via Stripe or PayPal.

No payment details will be stored.

Missed out on something?

If an item is no longer listed online, commission enquiries can be made through the contact tab.