



Terms and Conditions

Mobile Paint & Sip Events

1. Booking & Deposit

1.1 A booking deposit is required to secure your event date and time. Bookings are not confirmed until the required deposit has been received.

1.2 The deposit forms part of the total event cost.

1.3 Tentative bookings will not be held without payment of the required deposit.

2. Final Payment & Guest Numbers

2.1 Final guest numbers and full payment are due no later than seven (7) days prior to the scheduled event date.

2.2 Once final numbers are confirmed at the seven (7) day deadline, reductions in guest numbers will not reduce the total amount payable.

2.3 If fewer guests attend than paid for, no refunds or credits will be issued.

2.4 Additional guests may be added on the day of the event, subject to sufficient materials being available. Advance notice is requested where possible. Payment for additional guests must be made on the day via approved payment methods.

2.5 Failure to pay the final balance by the seven (7) day deadline will result in automatic cancellation of the event and forfeiture of the deposit. Once cancelled, the booking is void and no further correspondence will be entered into.

3. Pricing, GST & Travel Fees

3.1 All pricing is inclusive of GST.

3.2 Minimum booking requirements apply as outlined in your event quote or advertisement.

3.3 Imagine Ink services the Gold Coast region from Coolangatta (Queensland–NSW border) to Coomera at no additional travel cost.

3.4 Travel beyond this standard service area will incur a travel fee of \$5 per kilometre (return total distance), calculated as follows:

- For locations south of the Queensland–NSW border, distance will be calculated from the Queensland border to the event destination and back.
- For locations north of Coomera (including Brisbane and surrounding suburbs), distance will be calculated from the Coomera overpass to the event destination and back.

3.5 Travel fees will be quoted and confirmed at the time of booking.

4. Payment Methods

4.1 Imagine Ink accepts payment via:

- Bank transfer
- Square (credit/debit card)
- PayPal
- Afterpay

4.2 Full payment must be cleared prior to the event date in accordance with Section 2.

5. Cancellations, Refunds & Rescheduling

5.1 Cancellations made more than seven (7) days prior to the event will receive a full refund of any monies paid.

5.2 Cancellations made within seven (7) days of the event will forfeit all monies paid including the booking deposit.

5.3 Rescheduling requests must be made in writing and are subject to availability. Requests made more than 48 hours prior to the event may be transferred to a new date within one (1) calendar month.

5.4 Imagine Ink reserves the right to cancel or reschedule a session due to unforeseen circumstances. In such cases, a full refund or transfer will be offered.

6. Client Responsibilities

6.1 The client must provide:

- A suitable event location
- Tables and chairs for all guests
- Adequate lighting
- Access to water and sink facilities for clean-up
- A suitable indoor alternative space in the event of unsuitable weather

6.2 Where no suitable indoor alternative is provided, cancellation will fall under the standard cancellation terms outlined in Section 5.

7. Safety & Conduct

7.1 Imagine Ink reserves the right to cancel or immediately cease a session if the safety of staff, guests, or property is compromised.

7.2 No refunds will be issued where sessions are terminated due to unsafe, abusive, or inappropriate behaviour.

7.3 Abuse or disrespect towards Imagine Ink staff will not be tolerated under any circumstances.

7.4 The client is financially responsible for any damage to Imagine Ink equipment caused by guests during the event.

7.5 In the case of children's parties, the client remains responsible for supervising all minors.

8. Force Majeure

8.1 Imagine Ink shall not be liable for failure to perform services due to circumstances beyond reasonable control including illness, emergency, government restrictions, natural disasters, venue closure, or other unforeseen events.

8.2 In such cases, the client will be offered a full refund or the option to transfer the booking to a future date.

9. Services Provided

Imagine Ink supplies:

- Canvases
- Easels
- Paint and brushes
- Palettes
- Water jars
- Aprons
- Protective table coverings
- Professional art instruction
- Full event set-up and pack-down

Optional customised artwork design is available for an additional fee.

10. Photography & Marketing Use

10.1 Imagine Ink may take photographs and short video recordings during events for promotional and marketing purposes, including use on social media, website, advertising, and printed materials.

10.2 Group photographs may be taken at the conclusion of the event as part of the experience.

10.3 Imagine Ink will make reasonable efforts to avoid close-up identifiable images of children without prior verbal consent from a parent or guardian.

10.4 No child will be identified by full name in any published material unless that name is already publicly displayed as part of the event (for example, on a birthday cake or event signage).

10.5 Imagine Ink will not sell, license, or distribute images to third parties.

10.6 If a client does not wish for photographs to be used for promotional purposes, written notice must be provided prior to the event date.

10.7 Attendance at the event constitutes consent to photography under the terms outlined above unless written notice is provided.

11. Liability & Personal Responsibility

11.1 Acrylic paints and art materials are used during all sessions. While aprons and protective coverings are provided, guests participate at their own risk.

11.2 Imagine Ink is not responsible for paint stains, damage to clothing, footwear, accessories, furniture, flooring, or personal items.

11.3 Guests are advised to wear suitable clothing that they are comfortable getting paint on.

11.4 The client is responsible for ensuring that the event space is suitable for painting activities.

11.5 Participation in the event constitutes acceptance of the inherent risks associated with creative activities.

12. Acceptance of Terms

12.1 By proceeding with payment of a deposit or any invoice issued by Imagine Ink, the client acknowledges that they have read, understood, and agree to these Terms and Conditions.

12.2 These Terms and Conditions apply to all bookings and supersede any prior verbal discussions or informal agreements.