

Mindful Artbox

Terms & Conditions

Last updated: September 2026

These Terms & Conditions apply to bookings made with Mindful Artbox, including art tutoring, workshops, art camps, private events and other creative and wellbeing experiences.

By making a booking with Mindful Artbox, you agree to these Terms & Conditions.

These Terms & Conditions do not affect your statutory rights as a consumer.

1. About Mindful Artbox

1.1

Mindful Artbox is owned and operated by **Nishma Delaney**.

1.2

Mindful Artbox provides creative art experiences, art tutoring, workshops, camps, private events, sound healing and other creative and wellbeing experiences.

1.3

In these Terms & Conditions, **“we”, “us” and “our”** refer to Mindful Artbox.

“You” and “your” refer to the person making the booking or, where a booking is made for a child, the parent or legal guardian responsible for the booking.

2. Bookings

2.1

A booking is confirmed once Mindful Artbox has accepted the booking and any required payment or deposit has been received.

2.2

For bookings made by email, confirmation will be provided by email once the details of the booking have been agreed.

2.3

For bookings made through the website, you will have the opportunity to check and correct your details before completing the booking.

2.4

Mindful Artbox reserves the right to decline a booking where we are unable to provide the requested service.

3. Prices and Payment

3.1

Prices are displayed on the Mindful Artbox website or provided by email at the time of enquiry.

3.2

The price agreed at the time of booking will not normally be changed after the booking has been confirmed.

3.3

Mindful Artbox is **not VAT registered, so no VAT is added to our prices.**

3.4

Travel costs may apply to bookings outside our usual local area. Any applicable travel costs will be agreed before the booking is confirmed.

3.5

Payment may be made by bank transfer, Square, PayPal or another payment method offered by Mindful Artbox.

3.6

Where a deposit is required, the booking is not confirmed until the deposit has been received.

3.7

Where a deposit is described as non-refundable at the time of booking, this will be clearly communicated before payment is made. This does not affect any statutory cancellation rights that may apply.

4. Children's Art Tutoring

4.1

Mindful Artbox offers individual art tutoring for children and young people. Sessions are tailored to the student's age, interests, abilities and creative goals.

4.2

Tutoring sessions may take place in person at the agreed location or online where this is appropriate for the student and the planned activity.

Payment

4.3

Tutoring fees are payable **in advance of each half term.**

4.4

The number of sessions and total fee for each half term will be confirmed before the start of the half term.

4.5

Payment must be received by the stated due date in order to secure the student's regular tutoring slot.

4.6

The tutoring slot is reserved specifically for the student for the agreed day and time. This means that the time cannot normally be offered to another student when a session is cancelled at short notice.

4.7

If payment is not received by the due date, Mindful Artbox reserves the right to charge a **£15 administration fee** and/or suspend tutoring sessions until the outstanding balance has been paid.

Cancelling or Rescheduling an Individual Tutoring Session

4.8

If you need to cancel or request a change to an individual tutoring session, **at least 7 days' notice is required.**

4.9

Where at least 7 days' notice is provided, Mindful Artbox will endeavour to offer an alternative session, subject to availability.

4.10

A replacement session is not guaranteed. It will depend on availability within the current half term and the suitability of the session for the student's programme of work.

4.11

Where a suitable replacement session cannot be arranged, Mindful Artbox may, at its discretion, offer a credit or refund for that individual session.

4.12

Where less than 7 days' notice is given, the session will **normally remain fully chargeable and will not be refunded or automatically rescheduled.**

This is because the tutoring appointment has been specifically reserved for the student and there may not be sufficient time for Mindful Artbox to offer the appointment to another student.

4.13

Where a session is cancelled at short notice because of an unexpected or exceptional circumstance, including illness, Mindful Artbox may use its discretion to offer an alternative arrangement.

Any alternative session, credit or refund offered in these circumstances is at the discretion of Mindful Artbox and does not create an entitlement to future refunds or rescheduling.

Missed Sessions

4.14

If a student does not attend a booked tutoring session and no cancellation notice has been provided, the session will be treated as a **missed session and the full session fee remains payable**.

4.15

Missed sessions will not automatically be carried forward into the following half term.

4.16

Where appropriate, Mindful Artbox may offer an alternative session at its discretion and subject to availability.

Ending Tutoring

4.17

If you wish to end your child's tutoring arrangement, **two weeks' written notice is required**.

4.18

Notice should be provided by email.

4.19

Tutoring fees remain payable for all sessions falling within the two-week notice period.

4.20

If fees have already been paid for sessions taking place after the end of the two-week notice period, the amount relating to those unused sessions will be refunded or credited.

4.21

The two-week notice period applies regardless of whether the tutoring arrangement has been running for one half term or multiple half terms.

Online Tutoring

4.22

Where appropriate, Mindful Artbox may offer an online tutoring session as an alternative to an in-person session.

4.23

The suitability of an online session will depend on the student's age, the planned activity and the circumstances of the session.

4.24

An online session offered as an alternative remains a tutoring session and is subject to the same payment and cancellation terms.

5. Art Camps and Children's Workshops

5.1

Activities are designed according to the age range stated in the relevant booking information.

5.2

Parents or guardians are responsible for ensuring that their child is within the stated age range before booking.

5.3

If a child is outside the advertised age range and Mindful Artbox considers the session unsuitable for them, we reserve the right to contact the parent or guardian to collect the child.

5.4

A refund will not normally be provided where a child is unable to participate because they do not meet the advertised age requirements.

5.5

Parents or guardians should provide any relevant information about allergies, medical needs, additional support needs or other information that may affect the child's participation.

6. Behaviour and Conduct

6.1

Mindful Artbox aims to provide a safe, welcoming, creative and respectful environment for all participants.

6.2

Students are expected to follow reasonable instructions and behave respectfully towards other students and staff.

6.3

Aggressive, threatening, abusive or seriously disruptive behaviour will not be tolerated.

6.4

Where a child's behaviour is seriously disruptive or creates a risk to themselves, other participants or staff, Mindful Artbox reserves the right to contact the parent or guardian and ask the child to leave the session.

6.5

In serious circumstances, a child may be refused attendance at future sessions.

6.6

Where a child is removed from a session because of serious or persistent behavioural issues, the session will normally remain chargeable.

Mobile Phones

6.7

Mobile phones are not permitted during regular tutoring sessions or classes unless specifically agreed.

6.8

During Art Camps, pupils may bring a mobile phone, but it must remain on silent and be kept in their bag.

6.9

Phones may only be used to contact parents or guardians with permission from a member of staff.

7. Attendance, Arrival and Collection

7.1

Students are expected to attend regularly and arrive on time.

7.2

For children's sessions, parents or guardians are responsible for collecting children promptly at the advertised finishing time.

7.3

For Art Camps, where a parent or guardian repeatedly arrives significantly after the advertised collection time, Mindful Artbox reserves the right to charge a **£15 late collection fee**.

8. Cancellation by Mindful Artbox

8.1

Mindful Artbox will make every reasonable effort to provide sessions and events on the agreed dates and times.

8.2

Mindful Artbox may occasionally need to cancel or change a session or event due to circumstances beyond our reasonable control, including illness, venue problems, severe weather or other unforeseen circumstances.

8.3

Where possible, we will offer an alternative date or an appropriate online alternative.

8.4

If Mindful Artbox cancels a session or event and an alternative arrangement cannot be agreed, any payment relating to the cancelled service will be refunded.

8.5

Where Mindful Artbox cancels a service, you will not be charged for a service that has not been provided.

9. Statutory Cancellation Rights

9.1

Nothing in these Terms & Conditions is intended to remove or restrict your statutory rights as a consumer.

9.2

Some bookings made online or at a distance may be subject to statutory cancellation rights, including a 14-day cancellation period in certain circumstances.

9.3

Where a statutory cancellation right applies, Mindful Artbox will comply with the relevant legal requirements.

9.4

Where a customer has specifically requested that a service begins during a statutory cancellation period, different rules may apply to services that have already been provided.

9.5

The cancellation and notice arrangements set out in these Terms & Conditions apply subject to any statutory consumer rights that cannot legally be excluded or restricted.

10. Refunds

10.1

Where a refund is due, it will normally be made using the original payment method unless another method has been agreed.

10.2

Where a statutory cancellation right applies, refunds will be made in accordance with the applicable legal requirements.

10.3

Where a refund relates to unused tutoring sessions following the end of the required notice period, the refund will be based on the amount paid for those unused sessions.

10.4

Tutoring sessions cancelled with less than 7 days' notice, or missed without notice, will normally remain chargeable and will not be refunded.

10.5

Nothing in these Terms & Conditions affects your statutory rights.

11. Payment Disputes and Chargebacks

11.1

If you believe an invoice or payment is incorrect, please contact Mindful Artbox as soon as possible so that the matter can be investigated.

11.2

If there is a payment dispute, you should contact Mindful Artbox before initiating a chargeback where possible. We will seek to resolve the matter directly and fairly.

11.3

If a payment is reversed or charged back without reasonable grounds after the service has been provided, or where the payment is otherwise properly due under these Terms & Conditions, Mindful Artbox reserves the right to seek recovery of the outstanding amount and any reasonable costs directly resulting from the chargeback, where permitted by law.

11.4

Nothing in this section prevents you from exercising any statutory rights you may have in relation to a genuine payment dispute.

12. Changes to These Terms & Conditions

12.1

Mindful Artbox may update these Terms & Conditions from time to time.

12.2

Updated terms will apply to new bookings made after the updated terms have been published or provided to customers.

12.3

Changes will not retrospectively alter the terms agreed for an existing booking unless required by law.

13. Our Details

Mindful Artbox

Owned and operated by **Nishma Delaney**

Website: mindfulartbox.com

Email: contact@mindfulartbox.com

Location: Boxmoor, Hemel Hempstead

Mindful Artbox works across Hertfordshire, Bedfordshire and Buckinghamshire.

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