

## Terms and Conditions of Private hire

### Face Art by Petra

We want to provide the best service possible and for you to have good time at your event. Complying with and respecting our policies and procedures means we can provide safe and calm environment for everyone to enjoy.

#### ARRIVAL AND SET UP

1. Parking information on the form must be accurate to avoid parking issues, delays or any fines. We don't take responsibility for delays or parking fines, if inaccurate information is supplied.  
Any parking fees are responsibility of the organiser/client.
2. Face painter arrives with enough time to set up and get ready to start at the time agreed upon booking.  
If you would like birthday child/guest of honour and siblings to get painted before guests arrive, please adjust time accordingly. We must be fully set up and ready, to start painting.
3. Face painting set up should be in a well-lit area. If that isn't possible due to dimmed lights for disco entertainment etc., please let us know upfront and lighting can be provided.
4. Face painting must not be set up in a high traffic area, such as doorway, narrow corridors or middle of the room, to avoid tripping hazard and crowding and away from speakers and sound systems, to be able to communicate with guests.
5. Gazebo/sheltered area or adequate cover must be provided for all outdoor set up regardless the weather conditions on the day. Chair must sit on level ground, to avoid tipping hazard.

#### HEALTH AND SAFETY

6. Face painting is for children over the age of 3 only. As per manufacture recommendations and our insurance policy. Small children under the age of 3 have sensitive/still developing skin and it can potentially cause sensitivity or reactions to products in the future.
7. Anyone with ANY contagious illness or condition cannot be painted to prevent cross contamination and spreading it on others. (Conjunctivitis, chicken pox, flu, impetigo, cold sores, cough etc...) If anyone appears unwell, we reserve the right to refuse the service to them.
8. We cannot paint over any cuts, wounds or any skin condition such as eczema. Only unaffected areas can be painted.
9. Anyone with allergy should avoid taking part, but patch test can be requested.
10. All children must have clean faces to take part.
11. Face painting should be a pleasant and happy experience: we cannot paint any children against their will, or on children who are upset, crying or asleep.
12. No food/drink policy on the face painting chair. No eating/chewing during face painting. It increases spillage risks, can cause cross-contamination and slows down the painting.

#### CANCELLATIONS AND CHANGES

13. Cancellations, if unavoidable, must be done in writing via email.
14. Deposit is NON- REFUNDABLE once booking confirmed. It is only refundable, if the face painter is forced to cancel due to emergency or unforeseen personal circumstances and unable to find suitable cover.
15. Cancellations made by you on the day or in 48 hours before your event, are charged in full.
16. Any changes to the times and location must be communicated as soon as possible and are subject to availability.

#### DATA PROTECTION AND PHOTOGRAPHY

We only collect details that are necessary for completing booking. Any personal details are kept confidential and never shared with any third party. Any photos taken at the party/event, are taken always and with permission of the person taking photo of as well as their guardian, if it is a child.

(Updated: June 2026)