

Party FAQs

CHILDREN'S PARTIES

Q: HOW LONG DO YOUR POTTERY PAINTING PARTIES LAST FOR?

A: YOUR PARTY BOOKING WILL BE FOR 2 HOURS. ROUGHLY AN HOUR IS SPENT PAINTING LEAVING AROUND AN HOUR FOR EATING ~ TIMINGS CAN VARY DEPENDING ON THE AGE OF THE CHILDREN BUT THIS ALLOWS FOR PLENTY OF FLEXIBILITY ON THE DAY.

Q: FROM WHAT AGE WOULD YOU RECOMMEND POTTERY PAINTING PARTIES?

A: FROM AROUND THE AGE OF 5-6 WE FIND THAT CHILDREN START TO ENJOY INDEPENDENT POTTERY PAINTING.

Q: WHO WILL HOST THE PARTY?

A: THE PARTY WILL BE HOSTED BY A TRAINED MEMBER OF THE VENUE TEAM. CRAZY KILN WILL TAKE CARE OF THE DELIVERY AND COLLECTION OF YOUR POTTERY - AND THE TECHNICAL BIT BACK AT THE STUDIO!

Q: WHAT WILL THE PARTY HOST DO?

A: THE PARTY HOST WILL HAVE PREPARED YOUR PARTY AHEAD OF YOUR ARRIVAL. THEY WILL GIVE THE CHILDREN A BRIEF INTRODUCTION TO THE ACTIVITY AND LEAVE THEM TO PAINT INDEPENDENTLY. THEY WILL CHECK BACK IN THROUGHOUT THE PAINTING SESSION AND MAKE SURE THAT YOU HAVE EVERYTHING YOU NEED. THEY WILL ALSO CO-ORDINATE WITH THE KITCHEN SO THAT ONCE THE PAINTING IS FINISHED, THE PARTY FOOD IS READY FOR YOU! AFTERWARDS THEY WILL PACK UP YOUR FINISHED POTTERY AND CLEAN ALL THE KIT. A HOSTED PARTY ALSO INCLUDES THE BENEFIT OF ALL OF THE DELIVERY, COLLECTION AND RETURN COSTS.

Q: AFTER THE PARTY, WHEN WILL THE POTTERY BE READY TO COLLECT?

A: OUR TURNAROUND TIME FOR PAINT-YOUR-OWN POTTERY TO BE GLAZED AND FIRED IS APPROX. TWO WEEKS - THIS CAN VARY SLIGHTLY DEPENDING ON THE TIME OF YEAR AND THE SIZE OF YOUR POTTERY PIECES BUT AS SOON AS IT IS READY FOR COLLECTION, CRAZY KILN WILL BE IN TOUCH.

Q: WHERE DO I COLLECT THE FINISHED POTTERY FROM?

A: CRAZY KILN USUALLY RETURN YOUR POTTERY TO THE VENUE THAT HOSTED YOUR PARTY. IF YOU WOULD PREFER TO COLLECT FROM THE KENILWORTH STUDIO, PLEASE LET US KNOW AHEAD OF YOUR PARTY.

Q: DO YOU HAVE A MINIMUM AMOUNT OF PAINTERS FOR YOUR PARTIES?

A: YES. WE ASK FOR A MIN OF 8 PAINTERS FOR OUR HOSTED PARTIES. SMALLER PARTIES ARE AVAILABLE ~ THERE IS JUST A SMALL CHARGE OF £5 PER MISSING PAINTER TO COVER HOSTING AND DELIVERY COSTS.

Q: CAN THE PARENTS OF THE PARTY CHILDREN STAY OR CAN I INVITE ADDITIONAL ADULT GUESTS?

A: YES! IT IS NO PROBLEM TO INVITE EXTRA ADULT GUESTS HOWEVER PLEASE LET THE VENUE KNOW SO THAT THEY CAN RESERVE SEATING FOR THEM. THERE WOULD ALSO BE AN EXPECTATION THAT THEY MAKE A PURCHASE OF FOOD/DRINK FROM THE VENUE IF THEY WERE STAYING.

Q: WHAT HAPPENS IF A CHILD DOES NOT SHOW UP TO THE PARTY?

A: PLEASE LET CRAZY KILN KNOW IF THIS HAPPENS. WE WILL REFUND THE COST OF THE POTTERY (MINUS HOSTING FEES) IF THE BLANK POTTERY IS RETURNED AND CAN BE REUSED.

Q: I'M NOT SURE HOW MANY CHILDREN WILL BE ABLE TO COME TO THE PARTY BUT I'D LIKE TO BOOK AND RESERVE THE DATE NOW.

A: NO PROBLEM -IF THIS IS THE CASE, WE WILL BOOK YOU IN FOR OUR MIN OF 8 PAINTERS. THEN MAKE ANY ADJUSTMENTS NEEDED BEFORE YOUR INVOICE WAS SETTLED ONCE YOU HAD YOUR FINAL NUMBERS.

Q: I'D LIKE TO MAKE A BOOKING, IS IT BEST TO CONTACT CRAZY KILN OR THE VENUE TO DO THIS?

A: IT'S BEST TO CONTACT CRAZY KILN TO MAKE THE BOOKING AND WE WILL CO-ORDINATE YOUR PREFERRED DATE AND TIME WITH THE VENUE. ONCE YOUR BOOKING IS MADE, WE ASK YOU TO CONTACT THE VENUE DIRECTLY TO DISCUSS YOUR PARTY FOOD PACKAGE AND ANY SPECIAL REQUESTS OR REQUIREMENTS.

Q: WHEN DO YOU TAKE PAYMENT FOR THE PARTY?

A: CRAZY KILN TAKE FULL PAYMENT FOR THE POTTERY SIDE OF THE PARTY AT THE POINT OF BOOKING. THE FOOD SIDE OF THE BOOKING IS PAYABLE TO THE VENUE ON THE PARTY DAY.

Q: CAN I LEAVE THE CHILDREN WITH YOU?

A:NO. YOU WILL NEED TO STAY AND SUPERVISE THE PARTY AT ALL TIMES. IT'S LIKELY THAT THERE WILL BE OTHER BOOKINGS AT THE SAME TIME AS YOURS, SO FOR THE SAFETY OF THE CHILDREN YOU MUST STAY WITH THEM.

Q: WHAT IS YOUR CANCELLATION POLICY?

A: PLEASE LET CRAZY KILN KNOW ASAP IF YOU NEED TO CANCEL OR REARRANGE YOUR PARTY. CRAZY KILN WILL FULLY REFUND THE POTTERY SIDE OF YOUR BOOKING IF A MIN OF 48 HOURS NOTICE IS GIVEN. AFTER THIS TIME, A PARTIAL REFUND TO TAKE INTO ACCOUNT DELIVERY AND HOSTING FEES MAY ONLY BE GIVEN.