



FAQs

CHILDREN'S PARTIES AT HOME

Q: WHAT DAYS/TIMES DO YOU OFFER PARTIES?

A: WE OFFER PARTY BOOKINGS ON SATURDAY AND SUNDAYS
10-12PM - 11-1PM - 12-2PM - 1-3PM.

WEEKDAY PARTIES DURING SCHOOL HOLIDAYS ARE ALSO AVAILABLE ON REQUEST.

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

A: WE SUGGEST A MINIMUM AGE OF SCHOOL YEAR 2 (A 7TH BIRTHDAY PARTY WITH PAINTERS AGE 6+). WE FIND THAT CHILDREN CAN PAINT INDEPENDENTLY AND ARE HAPPY TO SIT AND CONCENTRATE BEST FROM THIS AGE.

Q: DO YOU HAVE A MIN OR MAX AMOUNT OF PAINTERS FOR YOUR PARTIES?

A: YES. WE HAVE A MIN OF 8 PAINTERS FOR OUR HOSTED AT HOME PARTIES. WE ARE GUIDED BY YOU WITH THE MAXIMUM NUMBERS - AS LONG AS THERE IS SPACE FOR EACH CHILD TO SIT COMFORTABLE AT A TABLE TO PAINT WE ARE HAPPY!

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

A: YOUR PARTY BOOKING WILL BE FOR 1 HOUR ~ YOUR PARTY HOST WILL ARRIVE 15-20 MINS AHEAD OF THE PARTY START TIME TO SET UP FOR THE POTTERY PAINTING ACTIVITY. THE CHILDREN WILL PAINT FOR 45MINS - AN HOUR DEPENDING ON THE AGE OF THE CHILDREN. ONCE FINISHED, YOUR PARTY HOST WILL PACK AWAY THE POTTERY AND TIDY UP READY FOR YOU TO CONTINUE THE PARTY YOURSELVES.

Q: DO YOU NEED ANY ADDITIONAL ADULT HELP DURING THE PARTY?

A: IT'S USEFUL FOR THE PARTY HOST TO HAVE A ADULT POINT OF CONTACT DURING THE PARTY BUT THE HOSTS WILL TAKE CHARGE OF THE POTTERY PAINTING SO THERE'S NO NEED FOR EXTRA HELP WITH THIS!

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

A: NO PROBLEM -IF THIS IS THE CASE, WE CAN BOOK YOU IN FOR OUR MIN OF 8 PAINTERS. ONCE YOU KNOW YOUR FINAL NUMBERS, WE CAN MAKE ANY ADJUSTMENTS NEEDED TO YOUR INVOICE BEFORE YOU MAKE PAYMENT.

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.

Q: WHAT IS YOUR CANCELLATION POLICY?

A: PLEASE LET CRAZY KILN KNOW ASAP IF YOU NEED TO AMEND NUMBERS, 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.

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

A: THE TURNAROUND TIME FOR PAINT-YOUR-OWN POTTERY TO BE GLAZED AND FIRED IS APPROX. TWO WEEKS - AS SOON AS IT IS READY FOR COLLECTION, CRAZY KILN WILL BE IN TOUCH.

Q: WHERE DO I COLLECT THE FINISHED POTTERY FROM?

A: YOUR PARTY POTTERY WILL BE AVAILABLE TO COLLECT FROM OUR KENILWORTH STUDIO.