



FAQs



CHILDREN'S PARTIES AT HART + CO

Q: WHAT DAYS/TIMES DO YOU OFFER PARTIES?

A: WE OFFER PARTY BOOKINGS ON SATURDAY MORNINGS AT 10-12PM OR 11-1PM OR ON 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 PARTIES. SMALLER PARTIES ARE AVAILABLE WITH A SMALL CHARGE OF £5 PER MISSING PAINTER TO COVER HOSTING AND DELIVERY COSTS. WE DON'T HAVE MAXIMUM!

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

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

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 HART + CO KNOW SO THAT THEY CAN RESERVE SEATING FOR THEM. THERE ISN'T USUALLY ROOM AROUND THE PARTY TABLE FOR EXTRA ADULTS. PLEASE ALSO NOTE THAT IF STAYING, ADDITIONAL ADULTS WOULD NEED TO MAKE A FOOD/DRINK PURCHASE FROM THE HART + CO MENU.

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: I'D LIKE TO MAKE A BOOKING, IS IT BEST TO CONTACT CRAZY KILN OR HART + CO TO DO THIS?

A: IT'S BEST TO CONTACT CRAZY KILN TO MAKE THE BOOKING AND WE WILL MAKE THE RESERVATION WITH HART + CO. ONCE YOUR BOOKING IS MADE, WE ASK YOU TO CONTACT HART + CO DIRECTLY TO DISCUSS YOUR PARTY FOOD PACKAGE AND ANY SPECIAL REQUESTS OR REQUIREMENTS FOR THE DAY.

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 HART + CO ON THE PARTY DAY.

Q: CAN I LEAVE THE CHILDREN WITH YOU TO SUPERVISE?

A:NO. IT IS IMPORTANT THAT YOU STAY ON SITE AT ALL TIMES.THE CHILDREN WILL BE LEFT TO PAINT INDEPENDENTLY FOR AROUND 45MINS AND WILL NEED ADULT SUPERVISION DURING THIS TIME.

THE RESTAURANT WILL HAVE OTHER BOOKING IN AT THE SAME TIME AS YOURS, SO FOR THE SAFETY OF THE CHILDREN AND COMFORT OF OTHER GUESTS, YOU MUST STAY WITH THEM.

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 DURING THE PARTY?

A: EITHER A CRAZY KILN OR HART TEAM MEMBER WILL BE YOUR 'PARTY HOST' AND WILL HAVE PREPARED YOUR PARTY AHEAD OF YOUR ARRIVAL. AFTER A SHORT SAFETY BRIEFING, THEY WILL GIVE THE CHILDREN A BRIEF INTRODUCTION TO THE ACTIVITY AND LEAVE THEM TO PAINT! PAINTING WILL LAST APPROX. 45MINS AND DURING THIS TIME THEY MUST BE SUPERVISED BY ADDITIONAL ADULTS.

YOUR PARTY LEADER WILL CHECK BACK IN THROUGHOUT THE PAINTING SESSION AND THEY ARE YOUR POINT OF CONTACT IF YOU NEED ANYTHING. THEY WILL 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. CRAZY KILN WILL COLLECT THE POTTERY FOR GLAZING AND FIRING BACK AT THE STUDIO. YOUR PARTY ALSO INCLUDES ALL OF THE DELIVERY, COLLECTION AND RETURN COSTS.

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: CRAZY KILN USUALLY RETURNS YOUR POTTERY TO HART + CO FOR COLLECTION. HOWEVER, IF YOU WOULD PREFER TO COLLECT FROM THE KENILWORTH STUDIO, PLEASE LET US KNOW.

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.