Terms and Conditions



Thank you for visiting Wild Hive! We hope you enjoy our designs, workshops and paper products. We want you to have the best possible experience working with us and so have put together a set of terms and conditions to ensure this happen. When using our website you agree to our terms of use and when making any order you agree to our terms and conditions, unless you inform us otherwise, in writing, prior to the order being placed. If you have any questions please do not hesitate to get in touch with Bee – [hello@wildhive.co.uk](mailto:hello@wildhive.co.uk)

Covid-19 Update:

We are monitoring the Covid-19 pandemic carefully and regularly, The health of our workshop attendees and staff is our absolute priority so we are not running venue based workshops again until it is safe and enjoyable to do so.

With regards to the creation, postage and packaging of orders, we are following the guidelines and protocols as suggested by the [World Health Organization](http://www.who.int/), and [UK public health authorities](https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public?gclid=EAIaIQobChMIp5K4qqfd5wIVirHtCh3JVQwwEAAYASAAEgIiE_D_BwE). If there are any changes to the current recommendations from the WHO or the Government, we will review and react to the changes promptly.

Commissions & Products

**Production time**: All of our handcrafted paper flower products are made to order. Lead times vary per commission due to the bespoke nature of this craft and our workload. The times provided on the site are estimates and meant as a guideline. We will agree a time frame with you in advance of starting work on your order. We will never compromise the quality of an order so we will only accept an order if we have sufficient time to complete it.

**Payment:** For order under £250 full payment is required at the time of order. If you make an order over £250 a non-refundable & non-transferable deposit of 50% will be taken at the time of booking. Full payment will be required one month before work begins on a custom order. We accept payment via BACs, paypal and secure payment by credit/ card on our e-commerce website hosted by Wix. We will never store your credit / debit card details.

**Materials:** Our paper flowers are made with top quality Italian Crepe Paper. Colours may vary in the physical product to as seen on screen / in print. Our products are not treated with fire retardant and so must be kept away from flames or heat. Paper may release colour when in contact with water, moisture, acid and fats. Please note colour will fade over time if exposed to sunlight. We will not accept liability for any damage, loss or injury caused when using our products.

**Postage:** For peace of mind, our items are sent recorded delivery to guarantee you receive your order within 5 working days of postage. We offer free postage on orders over £25 shipped to one address. Next day delivery is possible but will incur an additional charge which you will be notified of in advance.

**Returns:** We accept returns on paper flower making kits and paper products purchased from our online shop. You must contact Wild Hive within 14 days of receiving your delivery and post items back to us within 7 days of notifying us – please note you are responsible for the postage fee and the item must reach us to receive a refund. Items must be returned in good condition and in their original packaging. Due to the nature of commissioned items, we do not accept returns on packages or any custom-made orders, unless they arrive damaged or broken in which case please contact us as soon as possible to resolve this.

**Cancellations:** Orders may only be cancelled within the first 24 hours of receipt of payment. Once work has begun on your custom order, we do not accept cancellations but we may be able to reschedule it. Please do contact us if you have any problems with the order and we will work to resolve them.

**Design adjustments:** If you change your mind about your order or wish to make any adjustments to the design after we have started making we will do our best to accommodate you but you will incur an additional fee to compensate for any work completed.

Workshops

**Deposit**  If you would like Wild Hive to host a workshop for you or your company then we ask for a 50% deposit upfront to secure your date. Your date is not confirmed until payment has been received. Deposit payments are non-refundable and non-transferable with the exception of if the workshop does not run due to force majeure where we will do our best to work with you to find an alternative date. The balance payment is due 6 weeks in advance of your event unless we have previously made an alternative arrangement in writing. If balance payments are not made in accordance with the date specified on the invoice or within email communication, we reserve the right to cancel your booking and rebook your date without refunding your deposit.

**Cancellation policy** Workshop places booked directly through Wild Hive are non-refundable and the date is non-transferable in any circumstance. You are welcome to give your place to someone else who is able to attend, please let us know if you are planning to do this. If you have booked to attend one of our workshops through a third party please contact them directly for their cancellation policy.

If Wild Hive cancels a session due to force majeure or circumstances beyond our control we will do our best to reschedule the date and will offer you a refund if you are unable to attend.

Online workshops

All online classes are run on Zoom. We cannot accept any responsibility for your internet connection or for the quality of your device’s audio or camera. Please ensure these are working as best you can before the class. Workshop places are non-refundable / non-transferable.

If in the unlikely scenario that for reasons beyond our control we are unable to teach a class or there are irresolvable technical difficulties at our end during the class we will contact all workshop participants and give you the option to reschedule or be refunded for the session

For private / group / event workshop bookings

**Set up**: We will agree set up details with you in advance of booking. We typically require one large table and a seat per person attending the course plus an additional seat for the tutor. Please leave enough space for the tutor to be able to walk around the whole table so each person can receive 1-1 support.

**Power, electrical equipment and extension leads**: We require access to up two separate plug points – one at either end of the table to run up to 3 x 8 socket extension leads from. Or two points in a central location under the table

We run up to 3 x 8 socket extension leads along the table so each participant can easily access a glue gun free from trailing wires under the table. A maximum of 16 sockets will be in use across the 3 extension leads at any one time to power glue guns.

With regards to PAT testing, all electrical equipment is new (under 24months old) and so covered by warranty

**Outdoor events / weather:** Please ensure that our table is located under a fully covered marquee (which includes sides) to protect the activity from wind and rain. Please note our electrical requirements and make provisions for plug points to be installed at our table, failure to do so will result in disruption on the day and workshops may not run to time.

**Age limit:** Due to the use of hot glue guns and scissors, we advise an age limit of 16+ this activity at events. All studio sessions are strictly 16+. We are happy for children to take part at drop in and private events only. All children under 14 require one to one adult supervision to take part.

**Uniform:** We are an independent arts company and do not ask our staff to wear uniforms. However if your event has uniform requirements we are happy to adhere to them just let us know 10 working days in advance so that we can inform staff.

**Workshop disruption:** If, on our arrival at your workshop event, aspects of this document or any set up requirements we have informed you of in advance of the event are not adhered to this may result in disruption to the start of the workshop and / or cancellation of the activity at Wild Hive’s workshop leaders discretion. No refunds will be issued by Wild Hive to event organisers if the activity is delayed or cancelled due to timing, programming, weather or any other factor that has not been mitigated for by the organisers

**Additional documents** If you require us to complete additional paperwork and /or need to see copies of Public Liability Insurance or DBS please email across your requests to Bee: [hello@wildhive.co.uk](mailto:hello@wildhive.co.uk) at least 10 working days prior to your event.

Privacy statement and data

**Privacy and data:** We take your personal privacy very seriously and in accordance with GDPR will never sell, distribute or disclose information about you with third parties unless approved by you to do so or unless we are required to by law. Any data that is collected and held by us is compliant with Data Protection Act 1988. When you make an order you agree to Wild Hive receiving your name, telephone number, email, billing and shipping address via email confirmation from our website provider Wix, to your payment being processed via Stripe or Paypal and for your name and shipping details to be shared with our couriers MyHermes and Royal Mail for deliveries. Please note your reserve the right to ask us to delete all data we hold on you at any time and we will comply with 30 days.

**Mailing list:**  If you would like to be kept up to date with our services you can subscribe to our mailing list via our website. If you are an existing customer, we will send up to one email update per month letting you know what we’re up to and things we think you might find interesting. You can unsubscribe at any time and we will remove you from the mailing list within 10 working days.

Policies and disclaimers

**Liability insurance:** We hold product and public liability business insurance. If you require a copy of our insurance policy for your event or purchase please contact Bee [hello@wildhive.co.uk](mailto:hello@wildhive.co.uk) and we will be happy to provide it.

**Risk assessments:** We will complete a risk assessment for items we deliver and install as well as trade shows we attend. If you have ordered products from us and intend to use them at a public event, wedding or party we advise you to complete your own risk assessment.

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