UNBOXIE EXPERIENCES

SIP & PAINT — CUSTOMER TERMS & CONDITIONS

These terms explain what is included in the Sip & Paint experiences booked through Unboxie. Please review your booking confirmation for your selected package, date, time and guest count.

1. Available Packages

- **Sip & Paint Squad:** 5 guests, Plain Canvas activity.
- **Sip & Paint Celebration:** 8 guests, Plain Canvas activity.

2. What Is Included

- All materials required for the selected activity.
- The completed artwork or activity product to take home.
- One complimentary mocktail per guest.
- A complimentary Unboxie gift bag.

Your booking confirmation is the reference for the package and guest count purchased.

3. Booking and Confirmation

- All experience enquiries and bookings are made through Unboxie.
- Unboxie checks the preferred date and time with the experience venue.
- Availability must be confirmed before payment is collected.
- Once payment is received, Unboxie confirms the paid booking with the venue and provides a digital experience voucher containing the booking details and a unique reference.
- You may be asked to present your digital voucher on arrival for booking verification.

4. Food and Drinks

- Outside food and drinks are not permitted within the garden/studio.
- Cakes and cupcakes are permitted.
- One complimentary mocktail is included per guest.
- A restaurant is available within the garden. Its menu is provided on the studio tables for guests who wish to order food or snacks.

Food or snacks ordered separately from the restaurant are not included in the Unboxie experience package. Please check the menu and applicable prices before placing an order.

5. Duration and Closing Time

No fixed duration has been specified for the activity. Please plan your visit with the venue's closing time in mind. All activities must be completed before the venue closes.

6. Pricing and Additional Charges

The experience price covers the selected package and its stated inclusions. No additional charges apply to the agreed activity. Any optional food or snacks ordered separately from the restaurant are outside the package price.

7. Cancellations and Changes

All confirmed bookings are non-refundable. If you need to change your booking, contact Unboxie as early as possible. Any request to change the date or other booking details will be reviewed with the experience venue and is subject to availability. A change is not confirmed unless Unboxie provides written confirmation. If an issue on the venue's side affects a confirmed booking, Unboxie will work with the venue and the customer to determine a practical way to fulfil the experience, which may include arranging another available date. Any arrangement will be communicated and confirmed by Unboxie.

8. Customer Responsibilities

- Check that the package, guest count, date and time shown in your booking confirmation are correct.
- Follow the experience venue's reasonable instructions and garden/studio rules.
- Do not bring outside food or drinks into the garden/studio, except cakes or cupcakes as permitted.
- Complete the activity before the venue's closing time.
- Keep your digital experience voucher available for verification on arrival.

9. Questions and Support

For questions about your Unboxie booking or voucher, contact Unboxie through the communication channel used for your booking.

Please note: *Requests to change a confirmed booking are not automatic and remain subject to availability and written confirmation from Unboxie.*