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Images appearing on the Tot Art website and any images supplied to Tot Art clients may only be used for personal use or by prior written agreement. Any images supplied by Tot Art to third parties - such as, but not wholly & exclusively, magazines & newspapers - may only be used for the specific purpose agreed beforehand in writing for which the image was supplied & under no circumstances whatsoever can the name of any child appearing in an image be printed in relation to the supplied image.

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Information Provided by You & payment in advance for classes, workshops & products

Only pre paid places in Tot Art Pre School classes & Tot Art Workshops are reserved. If you purchase goods and / or services from Wendy Briggs trading as Tot Art we may require you to provide your name, address, email address and credit card number or other details ('customer information'). Wendy Briggs trading as Tot Art may subsequently require further details to enable the processing of any orders that you make. You agree to provide Wendy Briggs trading as Tot Art with current, complete and accurate customer information when asked to do so by Wendy Briggs trading as Tot Art and any employee of Wendy Briggs trading as Tot Art.

Bespoke workshops arranged for a particular event where Tot Art provides a one off workshop for such as but not wholly & exclusively a private individual company or a school require a non refundable deposit payable on booking the bespoke workshop. The balance for the agreed fee for the bespoke workshop plus any additional agreed fees will be invoiced following the completed workshop. Invoices are to be paid within 14 days of the date of the invoice following which interest may be charged at 3% above the base rate of Lloyds Bank plc plus any additional fees to cover costs incurred as a result of trying to obtain payment until payment is received.

Your Right to Return the Products

If you are not satisfied with any product or you have purchased from us you may return the product to us and obtain a refund of the price of the product returned if you contact us within fourteen days of delivery of the product to you. However, you may not return to us and claim a refund if the product concerned is a bespoke order. In order to exercise your option to return a product which is not a bespoke order you are not satisfied with you must give notice to us. Accepted notices are emails to wendy@totart.co.uk & written notices to Tot Art PO Box 64981 London SW20 2BA. These notices must include the customers full name and address. We will refund the price paid for the products you have returned completely. All returned products must be unused, in original condition and undamaged.

Your Right to a Refund of services

If you are not satisfied with any of the services you have purchased from us you may obtain a refund of part or whole of the price of the service if you contact us within fourteen days of the service being provided to you. However, you may not claim a refund if the service concerned is a bespoke order. In order to exercise your option to claim a refund on a service provided to you which is not a bespoke order you must give notice to us. Accepted notices are emails to wendy@totart.co.uk & written notices to Tot Art PO Box 64981 London SW20 2BA. These notices must include the customers full name and address.

Your Right to cancel classes & / or workshops purchased in advance

Places on classes & workshops can only be reserved in advance once full payment has been received & funds cleared. Once a place on a class or workshop has been reserved refunds are not possible other than requests for a refund received by Tot Art two weeks prior to the date of the workshop, or two weeks before the first class in a term of classes reserved. Accepted requests for a refund are emails to wendy@totart.co.uk & written requests addressed to Tot Art PO Box 64981 London SW20 2BA.

Our Right to cancel classes & / or workshops purchased in advance

All classes & workshops will be run as advertised wherever possible. If due to unforeseen circumstances a class or workshop cannot be run as advertised Wendy Briggs trading as Tot Art or one of her employees will run a class or workshop which resembles that advertised as closely as possible. If a class or workshop cannot be run at all Wendy Briggs trading as Tot Art or one of Wendy Briggs' employees will contact you using the personal information which you have supplied us with as soon as possible & arrange an alternative date or a refund of all monies paid in advance.

A place on a workshop in which children are not accompanied by a responsible adult, even if paid for in full, cannot be taken up unless the child's parent or legal guardian has fully completed and signed the appropriate form as designated by Wendy Briggs trading as Tot Art before embarking on the workshop. No refunds can be given in the instance of appropriate forms being incomplete.

All bespoke workshops will be run as agreed in advance wherever possible. If due to unforeseen circumstances a bespoke workshop cannot be run as advertised Wendy Briggs trading as Tot Art or one of her employees will run a workshop which resembles the bespoke workshop agreed as closely as possible. If a bespoke workshop cannot be run at all Wendy Briggs trading as Tot Art or one of Wendy Briggs' employees will contact you using the contact information which you have supplied us with as soon as possible & arrange an alternative date or a refund of all monies paid in advance.

Expectations of behavior

During all Pre School classes the adult accompanying the child to the class shall be deemed as being legally responsible for the child or children with whom they arrive to the class accompanying and this legally responsible adult shall be responsible for their charge for the entire duration of the Pre School class and also from the time they arrive for the class until they leave the premises at the end of the class. It is assumed that the responsible adult will have the same expectations concerning behavior as Wendy Briggs trading as Tot Art or any employee of Wendy Briggs trading as tot Art, namely that children behave with due care & attention to others attending the class & those teaching. Any damage to Tot Art materials & equipment caused by what Wendy Briggs trading as Tot Art or an employee of Wendy Briggs deems as unruly behavior shall be paid for to the full amount it costs to replace the damaged materials & / or equipment.

Children on a workshop who are unaccompanied by an adult must be age 6 years or over & are expected to behave in a reasonable manner which includes due care & consideration to other children attending the workshop & those teaching. Any child behaving in such a way that Wendy Briggs trading as Tot Art, or those whom Wendy Briggs trading as Tot Art employs, considers unreasonable will be asked to leave the workshop. In such an instance the person given as an emergency contact on the 'Workshop date & location' form will be telephoned & requested to collect the child as soon as is physically possible. No refunds will be made in such instances.

Privacy Policy

We may collect personal information when you use the services of Tot Art, make purchases, submit questions or request information, participate in surveys, promotions or contests. We may hold and use records, including your name, address, billing and delivery information, email address and credit card information that you may need to supply us. This personal information will be used only for the purposes of meeting your needs, unless you consent to its use for other purposes, or the law permits its use for other purposes. If we hold information about you this information may be used to process fulfil and follow up on orders, reply to your email, return information you request via email. Tot Art will not pass on your details to third parties without your express consent.