

Untangle My String Art- Business Policy (UK)

For running workshops for all ages and selling personalised handmade string art products.

1. Health & Safety Statement

- This business is committed to providing a safe, inclusive, and supportive environment during all workshops and activities.
- All tools and materials are demonstrated before use, with clear safety guidance given at the start of each session.
- Participants are encouraged to work at their own pace and request assistance whenever needed.
- Children and vulnerable adults are supervised appropriately at all times.
- Reasonable adjustments are made to support different ages and abilities.

2. Risk Assessment

- Potential hazards include the use of hammers, nails, sharp tools, strings, mirrors, and shared workspaces.
- Control measures include safety demonstrations, age-appropriate participation, protective table coverings, and facilitator supervision.
- Noise levels are managed, and workspace layouts minimise trip hazards.
- First aid provisions are available during all sessions.
- Risk assessments are reviewed regularly and adapted for different venues.

3. Safeguarding Policy

- This business works with children, young people, and adults of all abilities in creative workshop settings.
- All participants are treated with respect, dignity, and fairness.
- Physical contact is avoided unless necessary for safety or assistance, and consent is always sought.
- Any safeguarding concerns are taken seriously and reported to appropriate authorities.
- Photography and media use only take place with informed consent.

4. Privacy Policy (UK GDPR)

- Personal data collected may include names, contact details, delivery addresses, and order information.
- Data is collected through websites, booking platforms, social media, messaging apps, and in-person sales.
- Personal data is used solely for managing orders, workshops, communication, and legal record keeping.
- Data is stored securely and never sold or shared with third parties.

- Individuals may request access to or deletion of their data at any time.

5. Photography & Media Consent

- Photographs or short videos may be taken during workshops for promotional and educational purposes.
- Consent is requested verbally or in writing before capturing images.
- Participants may opt out at any time without explanation.
- Images are used respectfully and never in a way that may cause harm or distress.

6. Workshop Terms & Conditions

- Workshop bookings are confirmed upon receipt of payment.
- Cancellations must be made within the stated timeframe to be eligible for a refund.
- Participants attend workshops at their own risk.
- The business is not responsible for loss or damage to personal belongings.
- Participants are expected to follow safety instructions provided during sessions.

7. Personalised & Handmade Product Terms

- All personalised string art pieces are handmade and made to order.
- Once production has begun, personalised orders cannot be cancelled or refunded.
- Clear communication is encouraged to ensure custom requirements are understood.
- Completion times may vary depending on design complexity and order volume.
- In the event of damage during delivery, customers should make contact promptly.
- Delivery costs are not included in the cost of the artwork and will be informed to the customer at the time of order, subject to location, urgency of the finished piece, size and weight of the courier.

8. Handmade Product Disclaimer

- Each piece is individually handmade, and slight variations are part of the handmade process.
- Colours and finishes may vary slightly due to lighting or screen differences.
- Measurements are approximate.
- String art pieces are decorative items and not toys.

9. Refund Policy

- Since string art is mostly made to order, it is difficult to refund any amount. We always make sure the customer is 100% happy with their piece. If otherwise, they will be given a credit note or some discount (discussed at the time with the customer) provided they give a valid reason with a photograph.
- It is customer's responsibility to contact us immediately after receiving the product, if they are not happy with it.

9. String Art Product Aftercare Policy

- String art pieces are intended for indoor display only.
- Avoid exposure to moisture, humidity, or direct water contact.
- Keep artwork away from direct sunlight to prevent fading over time.
- Clean gently using a dry, soft cloth. Do not use water or cleaning chemicals.
- Avoid pressing or pulling the strings, as tension is part of the artwork's structure.
- Hang securely using appropriate wall fixtures suitable for the weight of the piece.
- The business is not responsible for damage caused by improper handling or storage after delivery.