

HFA Party Policies

We are so excited you booked a HFA party! Thank you for your continued support of our family run business. Please take a moment to review our party policies.

Duration

Please inform your guests of the **start** and **end** time of your party. Parties will begin promptly at the start time and end at the designated end time. Extra time is automatically billed when parties run 15 minutes over the scheduled time. In order to avoid being billed for extra time, the area must be vacated no later than 15 minutes after your scheduled end-time. Extra time is billed to the host of the party in 30 minute increments at \$40 per 30 minutes. Please book additional time in advance when possible. You might not have the option of additional time the day of your party. HFA runs multiple parties throughout the day and must make sure one party's time does not run into another party. Thank you for your understanding.

You are welcome to bring any food, beverages, or light decorations 15-20 minutes before the beginning of your party. There is a standard refrigerator/freezer available for your use. Please be sure to bring utensils, plates, cups, and serving ware, as HFA DOES NOT provide these.

Booking Fee

A \$30 non-refundable booking fee is due at the time of reservation. Your party does not get added to our party calendar until the booking fee is paid. The Booking Fee goes towards your party prep, set up, and cleanup and is not deducted from your final bill.

Party Minimums

If party spending minimums are not met by the group, the balance due is the responsibility of the host. ***Should your party size drastically decrease in guests from the time of our confirmation and the event, HFA reserves the right to charge the party host for ½ the price of the original party size.****

Tipping

Our instructors work hard to create an amazing party experience for you and your guests. Gratuities are greatly appreciated by these hard working staff members.

Seating Policies

The party area will be set up to seat the participating attendees in your party. If non-project creating guests (parents of the kids attending, etc.) wish to stay in the building for the duration of the party, they are welcome to sit at vacant tables in the studio area, but must follow the seating policy in the studio area. This policy states that non-project creating guests may sit in the studio area as long as there are no customers waiting to create that are in need of a seat. In the event that the studio is extraordinarily busy, non-project creators will be asked to surrender tables. Note that Hot Fired Arts strongly encourages Drop Off Parties, ie: guests are dropped off by parents and do not stay for the party.

Due to space constraints and fire code, we ask that the parents of guests attending exit the party room in order to help HFA employees run the party smoothly and safely! Parents, enjoy being kid free for a little while! Grab a cup of coffee and take a load off. Let us handle the kids for you. Thanks! Max of 3 parents in the party room during the art making portion of the party. There will be a \$5 fee for each extra adult in party room.

Please feel free to put our phone number and/or website information on your party invitations.

Piece Pick Up Policy

Unless you make special arrangements with management, the host of the party will be responsible for picking up ALL pottery/glass party pieces when they are ready and distribute them to your guests.

Room Policies

- Walk in parties may use the party area (if available) at the discretion of an employee for a room fee of \$30. All other minimums apply. The room fee is in addition to the party minimums described above.
- Employees will give instruction and MONITOR your party. They may not be in the area the entire time. Children under the age of 12 MUST be supervised by an adult at all times.
- Children MUST remain in the party area at all times. This is for the SAFETY of the children.
- Guests' parents or family members are welcome to create their own art in the studio during the party. However, we cannot reserve tables in advance. Guests' parents or family members are also welcome to sit in the studio area, but should keep in mind that tables are made available to creators when needed.
- Unfinished pieces must be taken home. Party attendees may return to finish them on a separate visit at no additional charge.
- Dangerous, destructive behaviors and excessive noise will not be tolerated. If guests are unable to refrain from behaviors that put others in danger, or are disruptive to our other customers, your party may be asked to leave
- Children in parties must choose from **pre-selected inventory** in the party area. There will be a minimum of 8 choices in the party area on the day of your event.
- Pieces from children's parties will be wrapped, labeled, and bagged for parents to pick up. Special arrangements can be made for individual pick up ONLY with contact information for each child's piece. NO EXCEPTIONS.
- We are not responsible for food left in the refrigerator or freezer or personal belongings left in the studio.

CANCELLATIONS

- Cancellations made within 48 hours of the party can be reschedule. No refund or store credit is given.
- Sometimes the unexpected happens, and HFA will accommodate you when possible. For ACTS of GOD: inclement weather, sudden illness, death in family- your party may reschedule to a later date contingent on date and time availability.

Thank you for support our local family owned business!

Hot Fired Arts