



Terms & Conditions

1. Contacting Forgan Arts Centre

We are a small team of staff managing the estate, programme, and operations. We do not have reception or front of house staff, therefore the phonenumber is only managed during administration office open hours which is Monday-Friday, 9am-6pm. Please note, on certain days if there is staff absence, the office will be closed. If you cannot get through to us via the phone, please email info@forganartscentre.co.uk.

2. Use of the Venue

We are delighted to share our venue and grounds with all visitors. We ask that you leave the venue as you'd like to find it. For example, please ensure you wash your mug properly if you've had a tea or coffee, tidy up after your pets if you're taking them for a walk in the garden, or tidy up the classroom at the end of an activity.

3. Classes & Workshops

These booking terms and conditions apply to all bookings for classes, workshops and courses.

Cancellations & Refunds

If you cancel your class, course or workshop, we require four weeks' notice to issue a refund. Refunds for classes are minus a £20 booking fee. Refunds for workshops are minus a £10 booking fee. Otherwise, the full fee is charged. No refund will be offered for non-attendance. The arts centre reserves the right to cancel classes, courses, and workshops, and in this case a pro-rata refund would be issued. If a class, workshop, or course has been cancelled, you will be contacted by email. Please ensure the attendees email is attached to the booking.

Exchanges

If you can no longer attend a class, course, or workshop we will do our best to exchange your booking for a future course. Where the cost of the activity is not the same you will be liable for the additional cost, or we will refund you the difference.

Subscriptions

Subscribers can access a 10% discount on class bookings. Subscriptions cannot be shared; they can only be used by the purchaser. If a subscription is shared it will be cancelled.

4. Events

The booking terms and conditions below apply to event bookings only. This includes but is not limited to Lughnasadh, Beltane, Samhain, and Imbolc as well as any other events such as talks, screenings, and receptions.



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Cancellations & Refunds

We do not offer refunds for event bookings. If you cannot make an event that you have booked and paid for, you can pass your ticket on to another person. Please contact the centre to let us know the new name of the booking. It is your responsibility to check whether an event has been cancelled via our social media. In the event of a cancellation, we aim to contact all ticket holders via email. If it is a free, non-ticketed event, we are unable to contact you as we will not have your contact details.

Babies & Children

All attendees, including babies and young children, require tickets for our events. This allows us to ensure we have appropriate health and safety infrastructure as well as an accurate number of total attendees. Usually, children under 2 years of age can attend for free, but they would still need a ticket.

Pay What You Can/Want

We tend to use a Pay What You Can or Pay What You Want format for events where you can choose how much you'd like to pay per ticket. There are descriptions for each ticket type to help you decide how much to pay.

Free Activities

You must reserve a ticket for any activity or event at Forgan Arts Centre, including free activities unless otherwise stated. If you arrive without a booking, you might be turned away. This is so we can ensure the appropriate health and safety and staffing infrastructure.

5. Children's Art Club

Cancellations & Refunds

If you cancel your booking, we require four weeks' notice to issue a refund minus 10% booking fee. Otherwise, the full fee is charged. No refund will be offered for non-attendance. The arts centre reserves the right to cancel activities, and in this case a full/pro-rata refund would be issued.

Exchanges

If your child can no longer attend Children's Art Club we may be able to exchange your booking for another day where there is availability. Or you can pass on the place to another child.

Free Places

There are a limited number of free places available each day for low/no income families. We encourage people to use these, but if you repeatedly book a ticket and do not turn up, you will not be able to access this option in the future. Please call the centre to let us know so that we might give the ticket to someone else.



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6. Bookings & Payment

All bookings must be made via our website. We do not have a box office or front of house/reception staff of facilities. We accept payment via Visa, Mastercard, and Switch. Payments can be made via our website only using Paypal or Stripe. We do not accept cash payments. All tickets are e-tickets via a booking confirmation email. We do not issue printed tickets.

Bookings require a valid email address, postcode, and contact number. This is so we can contact you if an event is cancelled and so we can confirm bookings in person if required.

7. Parking

There are 4 disabled parking spaces at the centre. There is a free public car park called Waterstone Crook 2-3 minutes' walk from the centre. If you are bringing large or fragile artworks to the centre for a class, you are welcome to drive up to the centre to drop off your piece and then move your car to the car park. Car owners that park at the centre but do not have blue badges may be asked to move their car. Car owners who park at Waterstone Crook and at the centre do so at their own risk.

8. Access

We do our very best to ensure everyone can access the building and our activities. If you would like to talk to us about your access needs, please contact info@forganartscentre.co.uk or give us a phone call. We want everyone to feel welcome.

9. Health & Safety

All visitors must comply with our health and safety protocols and regulations. This includes following all signage, such as 'no entry' signage to rooms. It is not possible to explore the building unaccompanied. Unless attending a specific activity for children and young people, all children must be accompanied by an adult.

10. Dispute Resolution

If any dispute arises out of these terms & conditions, or you have any other complaint, you should send details of the dispute or complaint by email to info@forganartscentre.co.uk. Full details of the complaint, your preferred method of contact, any information regarding any previous attempt to resolve this matter, and the preferred solution should be included.



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We will acknowledge any complaint as soon as possible, giving an indication of how long is needed to investigate the matter. We aim to provide this acknowledgement within a maximum of 5 working days. We may need to contact the person raising the complaint for further details or to investigate further.

At the end of our investigations, we will confirm the outcome of the complaint in writing. This will include further details of who to write to if the outcome is not considered to be satisfactory. If no response is received within 14 days of sending the confirmation, we will assume that the issue is resolved.

11. Privacy Notice

We will process your personal data in accordance with our **Privacy Policy**.

12. Conditions of Admission

Staff reserve the right to refuse admission to the venue in reasonable circumstances including for health and safety. The staff also reserve the right to request that visitors leave the Venue at any point on reasonable grounds. By way of example, the Venue may ask someone to leave who:

- has behaved in the Venue in a manner which, in the reasonable opinion of the Venue has, or is likely to affect the enjoyment of other visitors; or
- uses threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace; or
- in the reasonable opinion of the Venue is acting under the influence of alcohol or drugs; or
- fails, when required, to produce proof of identity or age.

You must comply with instructions and directions given by Venue staff and stewards. No refunds will be given to Ticket holders who are refused entry or ejected due to their own behaviour as suggested in, but not limited to, the examples above.

13. Liability

Any personal arrangements (including travel to and from the venue) are at your own risk. Please be advised that the road leading up to the property is privately owned and maintained by another landowner, and that the streets surrounding the centre are owned and maintained by Fife Council. When using these roads, you do so at your own risk. Forgan Arts Centre holds no responsibility for any damage, injury, or inconvenience incurred. The safety of visitors to Forgan Arts Centre is important to us, so please be careful on your travels by foot or car.



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We will not be held responsible for any loss, theft or damage of your personal belongings, other than caused as a direct result of our negligence or other breach of statutory duty. Any property left with the venue shall be entirely at your own risk.

Version number	Change or update	Author or owner	Date
1.0	First version	JW	30.09.2024