

# Terms and Conditions

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## Public Event Bookings with Paint It Easy GmbH

Paint It Easy GmbH (hereinafter referred to as "Paint It Easy") respects the personality rights of all natural persons visiting the website. The data collected through the website will be used primarily for the provision of the service, and secondarily, for the development of the general activities of the company.

Paint It Easy will send only the requested newsletters to those who are registered. You can unsubscribe from the list at any time. If you have any issues related to the newsletter, feel free to contact our customer service at [hello@paintiteasy.ch](mailto:hello@paintiteasy.ch).

At times, we may send you technical updates or event follow-ups, which contain only informative material and are not to be considered advertisements or commercial offers.

We will not disclose your data to third parties and will handle your data in accordance with applicable data protection laws. As a natural person, you have the right to view or modify your personal data, and you also have the right to request that we do not use your data. For any privacy-related questions not addressed in our Privacy Statement, please contact us at [hello@paintiteasy.ch](mailto:hello@paintiteasy.ch).

## General Terms and Conditions

1.1 These General Terms and Conditions (hereinafter: "Terms and Conditions") are defined by Paint It Easy GmbH (Wallstrasse 14, 4051 Basel, Switzerland). They govern the use of the website [www.paintiteasy.ch](http://www.paintiteasy.ch) (hereinafter: "Website"), which is exclusively owned by Paint It Easy.

1.2 On the Website, customers can book events, buy tickets, and purchase vouchers. Paint It Easy does not accept differing terms and conditions from customers unless explicitly agreed upon.

1.3 A customer may be a legal person, business entity, or individual. Minors are not considered customers. However, minors may attend events with the written consent and physical presence of a parent or guardian, who then assumes all responsibility as the customer.

1.4 By using any services provided by the Website or subscribing to the newsletter, the customer agrees to these Terms and Conditions and acknowledges any future changes to them. If a customer does not agree to the Terms, they are not entitled to use the Website or any of its services. Paint It Easy reserves the right to modify these Terms at any time. Changes become effective when posted on the Website.

## **Services and Products**

2.1 Paint It Easy provides guided communal art events. Customers can choose events and artworks based on availability listed on the Website. Event listings are non-binding and do not represent a legal offer.

2.2 Each event includes one complimentary drink, the type of which may vary and is determined by Paint It Easy.

2.3 A ticket grants access to a specific booked event on a selected date.

2.4 Vouchers hold a nominal CHF value and can be used to purchase tickets online or in person.

## **Participation Requirements**

3.1 All participants must act respectfully toward others, regardless of race, gender, religion, or identity. Participants must not be intoxicated and must maintain appropriate behavior. The customer is responsible for the conduct of all participants they register.

3.2 Paint It Easy reserves the right to exclude participants who do not meet participation requirements. No refunds will be provided in such cases.

## **Service Changes**

4.1 Minor changes to events, such as instructor substitutions or time delays (up to one hour), may occur. These do not justify contract termination.

4.2 If significant changes occur, customers may cancel or reschedule without additional charge. Price differences will be adjusted accordingly.

4.3 Materials and instructors may vary without prior notice.

4.4 Event durations may vary. Standard duration is approx. 3 hours, plus a break at the instructor's discretion. Paint It Easy is not liable for changes in timing.

## **Arrival and Delay**

5.1 Customers may arrive up to 15 minutes before the event. Early access is not guaranteed due to prep time.

5.2 Customers arriving late (more than 15 minutes after the start) may be denied entry. No refund will be issued. Contact should be made via [hello@paintiteasy.ch](mailto:hello@paintiteasy.ch) in such cases.

## **Gift Vouchers**

6.1 Vouchers are valid for participation in events listed on the Website.

6.2 Bookings made using a voucher are final and non-cancellable.

6.3 No-shows are not eligible for alternative dates.

6.4 Vouchers are non-refundable and may not be exchanged for cash.

6.5 Vouchers may not be resold commercially.

6.6 Booking with a voucher implies acceptance of these Terms.

6.7 Paint It Easy is not liable for lost or stolen voucher codes.

6.8 An administrative fee may be charged for changes.

6.9 Vouchers are valid for one year from date of issue; extensions are not possible.

## **Prices, Orders, and Payment**

7.1 Public event prices include VAT; private event prices are exclusive of VAT unless stated.

7.2 Payment methods are as listed on the Website. Invoices must be paid within 30 days. Unpaid tickets or vouchers may be cancelled.

7.3 Orders are binding once the order button is clicked. An order confirmation is sent immediately. The contract is confirmed via a second email containing the invoice.

7.4 Incorrect data that leads to failed delivery does not entitle the customer to a refund.

7.5 The confirmation email includes event details and order number.

## **Registration, Newsletter, and Data**

8.1 Registration is optional. Mandatory fields must be completed truthfully.

8.2 Required info for unregistered purchases: Name, Email, Billing Address.

8.3 For registration: Name, Phone, Email, Password, Billing Info.

8.4 Orders are stored by Paint It Easy.

8.5 Customers may opt-in to newsletters during use of the Website.

8.6 Newsletter subscription is voluntary.

8.7 Data is stored securely and only shared with third parties with consent.

8.8 Unsubscribing is possible at any time via the unsubscribe link.

## Cancellation Policy

9.1 Cancellations must be emailed to [hello@paintiteasy.ch](mailto:hello@paintiteasy.ch) with the subject "Cancellation" at least 72 hours before the event.

9.2 Cancellations 72+ hours in advance are eligible for a full refund.

9.3 Cancellations between 72 and 36 hours before the event are not refunded but may be transferred or converted into a voucher.

9.4 Cancellations within 36 hours are non-refundable and only transferable.

9.5 If a non-prepaid booking is canceled within 72 hours, an invoice will be issued.

9.6 Rescheduled tickets are valid for 60 days, subject to availability.

9.7 Events may be cancelled if fewer than 4 participants are registered. In such cases, customers will be notified 24 hours in advance and may reschedule, request a voucher, or a full refund.

9.8 Overview of cancellation rules:

Time before the event	What you can do
More than 72 hours	✅ Full refund ✅ Reschedule ✅ Transfer your ticket
Between 72 and 36 hours	❌ No refund ✅ Reschedule ✅ Transfer your ticket to someone else
Less than 36 hours	❌ No refund ❌ No rescheduling ✅ Transfer your ticket to someone else

## **Promotions**

10.1 Paint It Easy may offer discounts and may change conditions at any time.

10.2 Third-party partner discounts are subject to the partner's terms.

## **Social Media and Marketing**

11.1 Photos or videos may be taken during events and posted to Paint It Easy's social media channels. Participants may be tagged. Customers not wishing to appear must inform us in advance.

11.2 By attending, customers agree to the use of media content featuring them for marketing purposes.

## **Liability**

12.1 Paint It Easy is not responsible for customers' final artwork quality.

12.2 The service may experience disruptions. Paint It Easy is not liable for errors or changes in service, including third-party or equipment issues.

## **Copyright**

13.1 Some artworks on the Website are Paint It Easy originals and protected by copyright. Unauthorized use is prohibited.

## **Governing Law**

14.1 The legal relationship between Paint It Easy and the customer is governed by Swiss law.

**+1: Basel**

**Who Our Basel Activities Are For**

**Our creative experiences in Basel are designed especially for adults (18+). Because of previous agreements, we're unable to offer children's programs at our Basel studios until 31st August, 2026.**

**By booking an activity with us in Basel, you confirm that you meet the minimum age requirement. Thank you for your understanding!**