

All Out Terms and Conditions

1. Booking and payment

- 1.1. Workshops: For groups of 10-50 guests, full pre-payment is required at the time of booking. Groups of 50+ are required to pay a 50% deposit at the time of booking, with the remainder payable up to 14 days prior to your workshop date.
- 1.2 We will hold your preferred dates for your event for 7 days at which point they will be released for other enquiries.
- 1.3 Murals: A non-refundable deposit of 10%-50% (depending on the scale of the project) is required at the time of booking, with the remainder payable within 14 days of project completion.
- 1.4 By paying your deposit, you agree to the terms & conditions set out herein.
- 1.5 Your workshop/mural will not be considered confirmed until the deposit payment is made.
- 1.6 In the case of an outstanding payment, workshops/murals will not proceed.

2. Health, safety and liability

- 2.1. All Out holds public liability insurance to the value of €6.5 million. Details are available on request.
- 2.2. The workshop leader will provide relevant health and safety guidance during the workshop. It is the responsibility of participants to follow this guidance.
- 2.3. All Out accepts no responsibility for damage to persons or property resulting from the misuse of materials, accident, irresponsible behaviour, failure to follow health and safety guidelines, or other factors outside of the control of the workshop leader.

3. Use of images

- 3.1. We sometimes use images of workshops in our publicity (website, flyers, Facebook, portfolio of work). We operate a policy of presumed consent for the use of images of workshop participants in this way. Participants have the right to withdraw their consent for such use of images. In the case of children we will not use any photographs without express permission of the responsible adult.
- 3.2. We never identify people shown in images of workshops, by name or any other personal details, unless given express consent to do so.

4. Illegal graffiti

- 4.1. All Out always encourage legal and responsible graffiti and street art. We take no responsibility for any illegal graffiti carried out by former workshop participants.

5. Cancellations and postponements

- 5.1. Clients have the right to cancel a workshop/mural with at least two weeks' notice. Deposit payments will not be refunded. If less than two weeks' notice is given, clients are liable for the full workshop fee. We will invoice for the full fee and payments are due within 7 days.
- 5.2. All Out reserves the right to cancel or postpone a workshop with at least two weeks' notice. If we are able to offer a date in the future that suits the client, the deposit payment will be held against the new date. If no suitable date can be found, the deposit will be refunded.
- 5.3. We endeavour to carry out workshops regardless of weather conditions. However, in the event of heavy rain or treacherous conditions, we reserve the right to cancel all or part of a workshop or to provide alternative activities for the safety of participants and staff.
- 5.4. If the entire workshop is cancelled, clients will be offered an alternative date in the future and the payment will be held against the new date.

6. Mural commissions

- 6.1. All Out will visit a site within a reasonable distance in order to give one free no obligation consultation. If we cannot complete a site visit, we require images of your space, clearly showing the surface condition and surrounding area, along with measurements.
- 6.2. Depending on the project, we will complete an in-person, virtual or written questionnaire prior to beginning your design. Based on the wall size, location and design requirements, we will generate your project cost.
- 6.3. Your quoted project cost is based on your wall size, wall condition, location and design requirements. Your project quote is subject to increase or decrease, if significantly less or more design detail is requested.
- 6.4. Two design revisions or redesigns are included in the quoted project cost. Additional revisions are charged at a rate of €180 - €420 (+vat@13.5%) per revision, depending on the extent of the changes required. Additional redesigns are charged at a rate of €360 - €720 (+vat@13.5%) per redesign, depending on the complexity of the design. You will be notified of the cost before each additional revision or redesign. You will not be charged for minor design tweaks, at the discretion of our design team.
- 6.5. Within two weeks of receiving your deposit payment, All Out will deliver a complete digital design for review. Design feedback is required within seven days of receiving the initial design and all future revisions or redesigns. If feedback is delayed beyond a seven day period, a surcharge of 5% of the project cost will be required for this delay, and for each subsequent seven day period.
- 6.6. In some cases, to maintain good working relationship with clients, additional design changes may be provided at no extra cost. If you, the client, requests substantial additional design changes and redesigns, additional design fees may be required.
- 6.7. If you, the client, requests significant amount of revisions, and does not proceed with mural for any reason, additional design hours will be deducted from the deposit if required. Additional fees may be required for extra design hours.
- 6.8. While your feedback and design suggestions are welcomed, it may not always be possible to facilitate your requests. Our design team, which is comprised of professional graphic designers and illustrators, are trained specifically to know what makes a good or bad mural design. It is imperative to the success of your project that you trust in their ability and follow their guidance. This will result in the best possible design for your mural. Our design team reserves the right to refuse any design suggestions that they deem to be 'bad design'.
- 6.9. All Out reserves the right to cancel a project at any time if you, the client, are unwilling to proceed with the provided design.
- 6.10. All Out will provide relevant health and safety guidelines with regard to paint fumes and other potential risks to others, but accepts no liability for the health and safety of anyone other than our own staff.
- 6.11. All Out accepts no liability for subsequent damage to mural paintings, through weathering, vandalism, general wear and tear, or any other source of damage unconnected with All Out. We recommend that all murals, particularly exterior ones, are coated with an anti-graffiti coating such as Hydron Nu-Guard AG, or a varnish, in order to protect the mural and prolong its lifespan. We do not offer retouching or anti-graffiti coating services.