



Brush By The Vines Pty Ltd
44 O'Leander Drive, Mill Park, 3082
www.brushbythevines.com.au
ABN: 96 646 788 598

Brush By The Vines

Refund Policy

This policy is in place for those wanting to explore and exercise a refund or change of session.

Brush By The Vines is open and very understanding of changes and last minute hold ups.

Our policy is really simple.

In the circumstance the attendee is not able to attend the booked session, should the attendee contact the BBTV team before 96 hours (4 days) of the booked session, NO FEE will be charged to change and rebook to a more suited session time.

If the attendee contacts the BBTV team within the 96 hour (4 day) window before the booked session, a small \$20 fee will be charged to cancel/rebook to another session.

We will not offer a full or partial Refund for any booking made.

If Brush By The Vines is forced to close or reduce capacity due to Federal or State restrictions put in place due to COVID-19, all impacted sessions will be rebooked at no cost to the attendee. We will work with you to schedule a session once it is safe to reopen and operate.

Further to the above, if an attendee can not attend due to being in isolation, the attendee will again not be given a refund, instead a store credit to attend when safe to.

Our Docklands Studio, 7 Wharf Street, Docklands is a NO BYO venue.

This means no external alcohol can be brought into the studio.

BYO of food is accepted unless otherwise stated by BBTV.

All enquires or contact with BBTV should be made via email to hello@brushbythevines.com.au

This policy is available to all upon request if required.

Thank you,

Brush By The Vines Directorship