

Mosaic Memories Gift Voucher

Terms and Conditions

1. Validity and Redemption

This gift voucher is valid for its face value and can be used towards the purchase of mosaic workshops or goods available at Mosaic Memories.

Vouchers can only be redeemed in person at the Green Room Studio.

For workshop bookings, advance booking is required, and the voucher must be presented at the time of redemption.

This voucher can only be redeemed in a single transaction. Any unused balance will not be carried forward or refunded.

2. Expiry Date

This voucher has no expiry date. However, its use is subject to the availability of workshops and goods at Mosaic Memories.

3. Non-Refundable Policy

Gift vouchers are non-refundable, except in exceptional circumstances at the discretion of Mosaic Memories.

If a voucher has been purchased but remains unused and the business ceases trading, refunds may be considered at Mosaic Memories' discretion, depending on financial circumstances at the time.

4. Lost or Stolen Vouchers

Vouchers should be treated like cash. If lost or stolen, we may not be able to replace them. However, if you have proof of purchase and the voucher has not been redeemed, we will do our best to assist.

5. Redemption Restrictions

The voucher is valid for its stated face value. If the purchase exceeds the voucher's value, the customer must pay the difference.

Vouchers cannot be exchanged for cash or used to purchase additional gift vouchers.

6. Data Protection

Mosaic Memories will only collect the minimum necessary data to process your purchase and deliver your voucher.

Your data will be stored securely and will not be used for marketing purposes or shared with third parties except as required for payment processing.

All personal data will be handled in compliance with UK GDPR regulations.

7. Voucher Security

Each voucher is stamped with a unique rubber stamp to ensure authenticity.

Vouchers cannot be redeemed online and must be presented in person at the Green Room Studio.

Mosaic Memories maintains a secure record of issued vouchers and their redemption status to help prevent fraud.

8. Refunds and Cancellations

By purchasing a gift voucher, you agree to these terms and conditions.

Once issued, the voucher is non-refundable, except in circumstances outlined in Section 3.

9. Accessibility

Mosaic Memories is committed to ensuring that all customers, including those with disabilities, can access and use this gift voucher.

Clear instructions for redemption will be provided, and reasonable adjustments will be made to accommodate accessibility needs where possible.

10. Insolvency

In the unlikely event that Mosaic Memories ceases trading, unredeemed vouchers may lose their value.

Should this occur, we will provide reasonable notice and explore possible refund options, depending on financial circumstances at the time.

11. Consumer Rights

This gift voucher is issued in compliance with the Consumer Rights Act 2015. It is as described, fit for purpose, and free from misleading claims.