



UAINE Candles  
AUSTRALIA

## Candle Experience Booking Policy

Thank you for booking our Candle Experience! We are excited to welcome you to our historic riverside venue in Morpeth where you will embark on a guided fragrance journey, discover your fragrance profile, and take home three curated candles all included in your ticket. Below are the key details and policies regarding your booking.

### Event Details:

An immersive experience where you will

- Be guided through a journey to explore your fragrance preferences
- Participate in a personalised fragrance evaluation tailored to your unique characteristics
- Enjoy complimentary beverages
- Receive three curated candles as a gift, featuring our signature fragrances (total value over \$50)
- Access special Candle Experience discounts on purchases made at the completion of the event, assisted by your concierge and event hosts.

All in the historic and picturesque village on the banks of the Hunter River, where there are ample opportunities for relaxation and photos.

When booking, ask us about opportunities to enjoy a meal in local restaurants and cafes, as well as other shopping opportunities. We can assist with bookings.

**Location:** 162 Swan Street, Morpeth.

**Event Duration:** Approximately 1 hour.

**Parking:** Free street parking is available in front of our Candle Cellar Door, with overflow parking available on Tank St or Queens Wharf.

**Facilities:** UAINE Candles has bathroom facilities available for use during the event.

**Arrival:** We advise that you arrive 10 minutes prior to your booking time to ensure smooth check-in and to select your included beverages from our menu.

**IMPORTANT: This is not a candlemaking class.**

## **Booking Terms and Conditions:**

### **Payment and Confirmation:**

- Payment is required in full at the time of booking to secure your spot.
- Once your booking is confirmed, you will receive a confirmation email with all event details.

### **Group Booking Requirements:**

- Bookings require a minimum of 4 up to a maximum of 10 people.

### **Cancellation Policy:**

- Cancellations must be made at least 24 hours in advance to be eligible to rebook.
- Cancellations made within 24 hours of the event will incur a fee of 50% of the booking total. The remaining 50% will be available as a credit to be used to rebook at another time.
- No refunds are offered for cancellations or no-shows on the day of the event
- To cancel or reschedule, please contact us at [emily@uainecandles.com](mailto:emily@uainecandles.com) or call us on (02) 4934 4935 as soon as possible.

### **Late Arrivals:**

- Please advise us as soon as possible if you are running late.
- If you are more than 15 minutes late, you will be marked as a no-show, and the cancellation policy will be in effect.
- Guests arriving late may miss portions of the experience, as sessions will begin promptly at the scheduled time.

### **No-Show Policy:**

- If you are unable to attend your scheduled Candle Experience, you will have the opportunity to rebook for a more convenient date within 12 months of the original booking.
- Rescheduling is subject to availability.

### **Refund Policy:**

- We do not offer refunds.
- You are welcome to transfer your booking to another person if you cannot attend. To transfer a booking, please notify us at least 24 hours in advance.

**Photography Policy:**

- UAINE Candles reserves the right to take photos during the event and use them for promotional purposes. If you have any concerns about this, please let us know prior to your experience.

**Party Expansion Bookings On Site:**

- Party expansion bookings may be accepted at any time (subject to minimum and maximum group requirements), if seats are available. Payment for additional attendees must be made through our event concierge.

**Event Cancellation**

- UAINE Candles reserves the right to cancel an event at any time. We will provide as much notice as possible, subject to circumstances beyond our control. Should an event be cancelled by us we will offer you the option of re-booking for a future time/date, receiving a credit that can be used for purchase of product or a future event, or receiving a full refund.

**Health and Safety:**

- If you are feeling unwell, please contact us prior to the event to discuss rescheduling options.
- Our venue follows strict hygiene protocols to ensure the safety and comfort of all guests.

**Contact Information:**

For any questions or changes to your booking, please contact us at [emily@uainecandles.com](mailto:emily@uainecandles.com) or call us on 4934 4935.

Thank you for choosing the Candle Experience! We look forward to sharing this fragrance journey with you.