

Our Refund Policy

There is a 14-day limit for a refund of both SAOS membership and Open Studios fees.

Within this 14-day deadline, if you pay for SAOS membership and decide to withdraw your membership, you will be entitled to a refund of 75% of your membership fee. The timeline will be taken from the day you have purchased your SAOS membership, not the day you request a refund.

If you pay for Open Studios registration and decide to withdraw your application, you are entitled to a refund of 75% of your Open Studios fee within this 14-day deadline. The timeline will be taken from the day you have purchased your Open Studios fee, not the day you request a refund.

Open Studios Terms and Conditions

Artists accept that only paid SAOS members can participate in the Open Studios event.

Artists are responsible for providing accurate contact information.

Artists are responsible for providing an up to date email address and notifying Surrey Arts of any changes to this.

Artists accept that no refunds will be given after 14 days of paying for their Open Studios registration. Artists accept they are required to proof read their brochure insertions and notify Surrey Arts within required deadlines of any errors or necessary amendments.

Artists accept they are required to submit an image that will be current and on display when they open their studio.

Artists accept they are required to distribute all of their marketing material to local shops and venues in their area.

Artists accept they are required to open their studio on the dates they have selected.

Artists accept they are required to display clear studio signage to the public.

Artists accept they are required to make their studio area safe and respectable ready for the public. Artists accept they are required to showcase to the public an element of their working practice, this can be through a working studio or if an artist has hired a venue, then work in progress and/demonstrations should be presented.

Artists accept they are required to promote their own studio through their own contacts and networks and not to rely entirely on Open Studios marketing.

Artists who are sharing a studio, whether as a pair or a group, are responsible for preparing their studio information and images for their web page.

Artists accept they are required to display notices given to them, (e.g. the disclaimer, prize draw poster etc).

Where artists are sharing a studio, there must be one artist managing the studio at any one time when it is open to the public.

Once you have registered to take part in Surrey Artists' Open Studios you are encouraged to get actively involved.