



Terms and Conditions

These are the general Terms and Conditions of business for Eternity Casting

Summary of Terms and Conditions

Casting session duration times indicate the length of the total booking and not the specific casting times.

All clients are required to complete a consultation form prior to casting.

Casting appointments booked online via email or Facebook require a non-refundable £50 deposit (payable by cash, bank transfer or debit/credit card through PayPal).

Group bookings require a non-refundable 25% deposit (payable by cash, bank transfer or debit/credit card through PayPal).

Outstanding balance to be made at casting appointment.

Normal cancellation policy applies to Gift Vouchers.

A surcharge may be payable for group bookings outside of a 20 mile radius.

The Business

Eternity Casting (Angela Marr) offers a range of casting services (including but not limited to baby hand and feet, couple casting, family casting and pregnancy casts), group bookings (mother & Toddler, nurseries).

Casting sessions are offered at Eternity Casting 31 Millpark Road, Ellon Aberdeenshire. Eternity Casting can visit Nurseries, mother and toddler groups and individuals by prior arrangement. These visits will usually take place at the individuals' home or at group premises. These appointments will require access to hot and cold water and a power point to allow mixing of the alginate. With the exception of family circle cast (please Contact us for more information regarding this).

Eternity casting supplies its own casting equipment. Angela at Eternity casting is qualified and insured to provide the services offered. Angela also holds a current and up to date PVG (protecting vulnerable groups) membership and is regulated to work with children and protected adults.

Bookings

Bookings can be taken by phone, email or via Eternity Casting Facebook by sending a message. Casting appointments booked online require a non-refundable £50 deposit (payable by cash, bank transfer or by debit/credit card through PayPal). Invoices will be sent with details for payment included.

Group bookings require a non-refundable 25% deposit (payable by cash, bank transfer or debit/credit card through PayPal). Invoices will be sent with details for payment included.



Bookings will be confirmed by email once the required deposit and booking particulars have been received. Eternity casting reserves the right to make other bookings over preliminary bookings if the deposit and booking particulars have not been received by the requested date. In this eventuality the client will be contacted before confirming another booking.

Casting appointment duration times indicate the length of the total booking and not the specific casting times.

We can only accept bookings from customers 18 years of age or older. Once you have paid your deposit, you will receive a confirmation email. From the point of payment, a contract exists between Eternity Casting and the client.

Our Terms and Conditions are accessible online at the bottom of each page and we assume you agree to be bound by these at point of deposit.

Late Bookings

Completed casts take 4-6 weeks. Last minute bookings can often be accommodated, although cannot be guaranteed. Eternity Casting must be notified as soon as practicable and payment must be made upon booking.

Bookings made using a gift voucher must be made before the expiry date (usually 6 months from issue) on the gift voucher. In the event that a suitable date cannot be made before the expiry date due to Eternity casting being fully booked then a booking out with expiry date will be made.

Pricing

All Services are listed in prices for GBP £ Sterling. We reserve the right to change the prices listed for services or postage at any time. Promotions and discounts are limited to availability to each item.

Any quoted prices by email or telephone are valid for 14 days.

Gift Vouchers

Normal cancellation policy applies to Gift Vouchers. Clients may re-arrange Gift Voucher castings providing more than 24 hours is given. An expiry date is on the Voucher. The Voucher cannot be used after that date. The value of the Voucher will be lost when it expires. We will not refund any amount paid for the Voucher when it expires. We will not replace any expired Vouchers.

Promotional offers or discount codes cannot be used with existing vouchers or credit balances.

They may be subject to specific terms, conditions or validity periods and may be withdrawn without notice at any time



Cancellations

In the case of cancellation, refund of any deposit paid is at the discretion of Eternity Casting and each circumstance will be taken on its own merits. No refund can be given to any no-shows.

To rearrange a booking a minimum of 24 hours' notice must be given or this will result in the loss of any deposit paid.

Eternity Casting reserves the right to change/cancel any booking with immediate notice to the client. In the event of not being able to rearrange the booking to a convenient date and time, a refund of all monies paid to date will be given.

Refunds

Refunds can be made on deposits paid and unused vouchers bought direct from Eternity Casting within 14 days of purchase.

No refund will be given after the casting appointment has taken place and full payment has been made. This is due to item being bespoke to customer.

Casting appointment & Afterwards

At the casting session a mould will be taken using Chromatic Alginate powder. This is the same moulding agent that dentists use for taking impressions. This excludes low definition pregnancy casts which are taken using plaster bandage.

Life casting – Animals

Here at Eternity casting we believe pets are all part of the family too. We reserve the right to refuse to cast any animal that we feel are unsuitable. Live animals must be muzzled on request. We can cast your beloved pets after they are gone. Animal casts must be done within 24 hours of the animals' death.

Memorial (Angel) Castings

Eternity Casting believes in creating special memories with your loved ones.

If you would prefer to have someone else contact us on your behalf, this is not a problem. We can discuss your wishes with funeral directors, family members or friends, to make this process easier for you. Eternity Casting does not need many details and we can then make all of the necessary arrangements to create your stunning 3D memorial cast.

The 3D casting is an exact replica of yourselves and allows you to hold onto a loved ones hand long after they have left us.



With a memorial cast, the sooner you can get in touch with us, the more options you will have. We aim to deliver a fast service that is respectable to you and your lost loved one.

If you would like more information on our memorial castings and the process involved, please do not hesitate to contact Eternity Casting today. We would be more than happy to answer your questions and advise you on your particular situation.

Eternity casting reserves the right to refuse casting of any deceased person/pet deemed unsuitable, at any stage of the proceedings.

By us agreeing to attempt a life cast of your deceased loved one there is no guarantee of the outcome and success of the cast. Everything will be done to make your cast as perfect as can be to give you that special memory to hold onto forever.

At your casting appointment we will discuss paint finishes and optional extras such as mounts and bases (additional costs will apply)

After the mould has been taken you will receive your cast completed with chosen finish in 4-6 weeks. When your cast is ready to be collected/delivered we will contact you to arrange this.

Out prints

Out prints are a different way to keep a memory of how small your Childs hand and foots prints were. Stone Out prints are detailed raised prints made from an impression of your children's hands and feet. You can have out prints made in using hands and feet, include siblings or do a frame with the whole family, even your pets!

Each out print is initially taken in salt dough or an air dry clay and cast in stone. They are then dried, smoothed and hand finished with your choice of finish before being mounted in a frame of your choice.

Health and safety

At Eternity Casting I take your health and safety seriously. The process of your casting will be explained to you in full detail before we begin. If you would like information about the casting before your appointment please get in touch to discuss it.

The process of casting means that the caster may be required to touch the area of your body that is being cast. This will be done with care and respect and the caster will always be wearing vinyl gloves.

The alginate is a seaweed based product which is commonly used by dentists when taking dental impressions. Before taking the mould we will ask you to apply a barrier cream. This could be baby oil or Vaseline. Please let us know if you have allergies to these creams/oils. The alginate will be applied directly to your skin. The only exception to this is the low definition pregnancy casts where a plaster bandage wrap will be used, again you will be asked to apply a barrier cream.



The alginate is a cool mixture that is safe and gentle to use on your skin but where children and infants are being cast extra care must be taken to ensure that none of the alginate is put in the mouth as this could cause choking in small children. Parents are asked to be alert and observe their children.

Removal of the casting material may result in temporary redness of the skin and may pull out occasional loose body hair. This should usually fade within 5-10 minutes.

Some casts require staying still whether this be standing or sitting for the process, please let us know if there is a medical condition that prevents you from doing this.

We advise pregnancy castings to be done whilst sitting. You will be required to take frequent sips of water/juice and also to move your feet and wiggle your toes to ensure circulation. Customers booking pregnancy castings whether low or high definition are advised to seek medical advice before booking. Pregnancy casts are usually taken between 34-36 weeks. We suggest that pregnancy castings be done if you've had a healthy pregnancy with no issues with blood pressure.

Piercings – taking a mould over piercings may result in the piercing getting caught in the alginate mould and it may be uncomfortable to remove it from the mould. Therefore we ask that all piercings be removed if possible.

The casting studio is in a family home with all the usual risks of a home, Steps, plugs, sockets and occasional trip hazards, also as we are working with liquids the occasional slip hazard. We ask that our clients to remain aware when moving around during their appointment and to keep all children and pets under control.

Please feel free to discuss any health and safety concerns you may have at any time before or during your casting appointment. It is important to us that you feel safe and happy at all times and enjoy every part of your life casting experience.

COVID-19

Eternity Casting is working under the guidelines provided by the government. Personal Protective Equipment (PPE) will be used for the health and safety of the customers and staff. Customers will be required to wear a mask and apron unless exempt due to medical reasons. Babies will also be an exception to this.

The casting room and all tools and equipment will be cleaned and fully sanitised between customers.

Sanitiser will be readily available and customers will be asked to sanitise on arrival and before departure.

Social distancing will be observed where possible, casting especially babies involves some close contact but this will be kept to a minimum.

Payments will be made by card where possible to reduce handling cash.



Extent of Liability

Clients are required to complete a consultation and sign Form prior to casting commencing. Eternity Casting can therefore not be held liable/responsible for reactions once consent has been given.

A patch test of the alginate mix can be done prior to the actual casting.

Eternity Casting cannot be held liable if you do not choose to follow the advice given.

Eternity Casting cannot accept liability for events outside its control to include hazards and dangers within your home.

Customer Information

All personal information held by Eternity Casting is treated as private and confidential. It is used solely by Eternity Casting and will not be disclosed to other parties.

Personal information may be used to inform customers about other products and services that may be of interest (by means of telephone, email or post). Customer details will be removed from the mailing list upon request.

Submission of Digital Content

Certification of Rights - I certify that I am the rights holder for all image, video and text submissions (hereafter referred to as 'Digital Content') to Eternity Casting, or that I have the express permission of the rights holder to submit this Digital Content to Eternity Casting for publishing on Eternity Casting web properties.

Digital Content Publishing Acknowledgement - I understand that the Digital Content I am submitting may be published to Eternity Casting web properties including, but not limited to, YouTube, Instagram, www.eternitycasting.co.uk, Facebook, and any other avenues of promotion, as determined by Eternity Casting according to the terms of this agreement, which I have read and agree to.

Termination Clause - I understand that submission of my Digital Content to Eternity Casting is at will and I agree that this license may only be terminated by mutual agreement between all the parties.

Complaints

It is the intention of Eternity Casting to provide clients with a high level of customer service at all times. However, if dissatisfied at any time please email info@eternitycasting.co.uk or telephone 07391 210785. If dissatisfied during a casting, group booking please say and all will be done to urgently resolve the matter.



Additional

Eternity Casting reserves the right to refuse or terminate service to any client deemed to be behaving inappropriately or under the influence of drugs or alcohol. In this instance full payment is still required and no refund will be given.

Eternity casting requires access to water and power point and suitable space to carry out castings when working away from their normal place of work.

Statutory Rights

These terms do not affect your statutory rights.