



GUEST HANDBOOK & PARTICIPATION GUIDE

Please Read Through Before Your Session

WICKED RAE'S
3220 California Ave SW, Suite 128, Seattle, WZ 98116

Contents

Why We Do Things Differently	6
<i>More Than a Paint Experience</i>	<i>6</i>
Our Instructors Are Facilitators	6
Every Experience Is Different	6
Why We Ask You to Listen	7
A Shared Responsibility	7
This Is Your Experience	8
Preparing for Your Experience	9
Arrive Early	9
Your Session Starts on Time	9
<i>Why?</i>	<i>9</i>
<i>Example</i>	<i>10</i>
Studio Arrival	10
What Should I Wear?	11
Bringing Your Belongings	11
Planning for the Ride Home	12
Paint Cleanup	12
Studio Restrooms	12
Bringing Artwork Home	13
Questions Before You Arrive?	13
How Our Experiences Work	14
<i>Every experience is intentionally designed.</i>	<i>14</i>
Welcome & Check-In	14
Safety First	14
During Instruction	15
Learn Before You Create	15
The Experience	16
Respect the Movement Zone	16

Creativity With Respect	17
Respect the Artwork	17
5. Guided Exploration	18
6. Wrapping Up	18
A Shared Experience.....	19
Community Code of Conduct	20
<i>Create Boldly. Respect the Space.</i>	<i>20</i>
Respect One Another	20
Respect Safety.....	21
Respect the Learning Process	21
Respect the Movement Zone.....	21
Respect the Creative Space.....	22
Respect the Shared Canvas.....	22
Respect the Artwork	23
Respect the Studio & Venue	24
Respect Personal Well-Being	24
Respect Privacy.....	25
Respect Our Creative Work	25
When Expectations Aren't Met.....	25
Why It Matters	26
Participant Agreement, Assumption of Risk & Liability Information	27
<i>Before You Participate.....</i>	<i>27</i>
Shared Responsibility.....	27
Understanding the Nature of Our Experiences.....	28
Inherent Risks.....	29
Physical Risks	29
Material Risks	29
Sensory Risks.....	29
Outdoor Risks.....	30

Health Considerations.....	30
Accessibility & Accommodations	31
Paint & Creative Materials.....	31
Personal Property	31
Mobile Events	32
Photography & Recording.....	32
Emergency Situations.....	32
Choosing to Participate	33
Why It Matters	33
Frequently Asked Questions	34
<i>Everything You Need to Know Before You Create.....</i>	<i>34</i>
Booking Your Experience.....	34
How do I book?.....	34
Do you accept walk-ins?	34
What are your studio hours?	34
Can I book on Monday or Tuesday?	35
Rescheduling.....	35
Can I reschedule?	35
What happens if I don't show up?	35
Group Sizes.....	35
How many people can participate?	35
Does everyone need to purchase a package?.....	36
Ages.....	36
What ages can participate?	36
Do children need an adult?.....	36
Preparing for Your Visit	36
Do I need artistic experience?	37
What should I wear?	37
Should I bring anything?.....	37

Are there showers?	37
During the Experience.....	37
What's included?	37
Will someone teach us?	38
Can I bring food or drinks?.....	38
Can I buy additional supplies?	38
Your Artwork.....	39
Do I get to take my artwork home?.....	39
Can I bring additional canvases?	39
Will my painting turn out beautifully?.....	39
Accessibility	40
Is Wicked Rae's accessible?	40
Gifting	40
Can I give my reservation to someone else?	40
Photography & Privacy.....	40
Can I take pictures?	40
Policies.....	40
Do I have to sign paperwork?	40
Can someone be removed from an experience?	41
Still Have Questions?	41
Why It Matters.....	41
Maintaining a Safe & Respectful Environment	42
<i>Our Commitment to Every Guest</i>	<i>42</i>
Our Right to Refuse or End Service	42
Conduct That May Result in Refusal or Termination.....	43
Unsafe Behavior	43
Disruptive Behavior.....	43
Abusive or Disrespectful Conduct	44
Refusal to Follow Established Policies	44

Booking & Policy Disputes.....	45
Fraudulent or Dishonest Activity	45
Damage to Property.....	46
If a Participant Is Removed	46
We Believe Most Problems Can Be Solved	46
Why It Matters.....	47
The Guest Acknowledgement Process	48
<i>Why We Ask You to Sign.....</i>	<i>48</i>
Before Your Experience	48
At Check-In	48
What You're Acknowledging.....	49
Electronic Signatures	49
Changes to This Handbook.....	49
Sample Guest Acknowledgement Form	50
Wicked Rae's Guest Acknowledgment	51
Thank You.....	52
The Wicked Promise	52

Why We Do Things Differently

More Than a Paint Experience

There are plenty of places where you can walk in, pick up a brush, and be left alone with paint. That isn't Wicked Rae's. Every experience we create is intentionally designed around something much bigger than making a mess. Our goal is to help people reconnect—with themselves, with the people around them, and with the simple joy of creating without fear of judgment.

Whether you're celebrating a birthday, attending a corporate event, bringing your family, participating in a therapeutic workshop, or simply trying something new, we believe the environment matters just as much as the activity itself.

That's why every detail—from the way we welcome you to the way we reset the room between groups—is intentional.

Our Instructors Are Facilitators

Our instructors are more than supervisors. They are facilitators. Their role is to create an environment where every participant feels safe enough to explore, experiment, and express themselves.

Depending on your experience, they may:

- Demonstrate creative techniques.
- Teach safe use of tools and materials.
- Adapt activities for different ages and abilities.
- Encourage collaboration and teamwork.
- Offer creative challenges and prompts.
- Support participants who feel hesitant or unsure.
- Adjust the pace of the experience based on the needs of the group.
- Help ensure every participant feels included.

Some guests enjoy lots of guidance. Others prefer to explore more independently. Our facilitators are trained to recognize those differences and create an experience that meets your group where you are.

Every Experience Is Different

No two groups are alike. Because of that, no two Wicked Rae's experiences are exactly the same.

Your instructor may:

- Spend more time teaching techniques.
- Slow the pace for younger participants.
- Increase the energy for celebrations.
- Create moments for reflection.
- Encourage teamwork.
- Offer optional creative challenges.
- Adapt activities for accessibility or sensory needs whenever reasonably possible.

Rather than following a rigid script, our facilitators respond to the people in the room while maintaining the structure needed to keep everyone safe.

Why We Ask You to Listen

One of the questions we hear most often is:

"Why can't we just start painting?"

The answer is simple. The better you understand the experience, the more freedom you'll have once it begins.

The first few minutes allow everyone to learn:

- how the activities work
- how to safely use the tools
- how to move through the space
- how to protect one another
- how to get the most from the experience

Once everyone understands those foundations, we spend far less time stopping to explain things and far more time creating.

A Shared Responsibility

The best experiences happen when everyone works together. Our team is responsible for creating a safe, welcoming, thoughtfully prepared environment. Participants are responsible for helping us protect it.

That means:

- listening during instruction
- respecting one another
- caring for the space
- using materials responsibly
- communicating concerns
- asking questions when something is unclear

When everyone contributes, remarkable things happen. People relax. They become more curious. They laugh more. They take creative risks. And they leave having shared something meaningful together.

This Is Your Experience

There is no expectation that you are artistic. There is no expectation that you know what you're doing. There is no expectation that you create something perfect. Your only job is to show up with curiosity. We'll help with the rest.

Why it Matters

We schedule intentional time before every experience because creativity doesn't begin with paint—it begins with feeling prepared, welcomed, and present. Arriving early allows us to answer questions, introduce the space, and make sure every guest begins from the same place: relaxed, informed, and ready to create.

Preparing for Your Experience

We're so excited to create with you!

A little preparation goes a long way in helping your experience start smoothly, feel relaxed, and give you the full amount of creative time you've reserved. Please take a few minutes to review the information below before arriving.

Arrive Early

Please plan to arrive 15–20 minutes before your scheduled experience. This time is intentionally built into your reservation and is an important part of your visit.

During this time you'll:

- Complete your Guest Acknowledgement (if you haven't already).
- Present a valid government-issued photo ID if requested.
- Choose your paint colors (when applicable).
- Learn about the tools and materials available for your experience.
- Receive your safety briefing.
- Ask any questions before we begin.
- Put on your protective gear.
- Change into your painting clothes if needed.
- Meet your instructor and settle into the space.

We don't want you to feel rushed—we want you to feel present and excited before your experience begins.

Your Session Starts on Time

Your reservation time is the time your creative experience begins—not your arrival time. Every session begins promptly at its scheduled start time and concludes at its scheduled end time. Because our experiences are carefully timed, **late arrivals cannot be guaranteed additional time.**

Why?

Every group deserves the same clean, welcoming, and thoughtfully prepared environment.

Between each experience, our team completely resets the studio by:

- Replacing the canvas floor.
- Cleaning and mopping all activity areas.
- Sanitizing shared equipment and surfaces.
- Refreshing restrooms.
- Providing clean towels.
- Resetting tools and materials.
- Preparing the room specifically for the next group.

This turnaround allows every guest to begin their experience in a fresh, safe, and inspiring environment.

Example

If you've reserved a **45-minute experience beginning at 4:00 PM** but don't arrive until **4:00 PM**, your instructor will still need to complete check-in, review safety information, help you choose paint colors, answer questions, and get everyone suited up.

That means your creative time may be reduced to approximately **20–25 minutes** before the session must end so we can prepare for the next guests.

We truly don't want that for you.

Arriving early helps ensure you enjoy the complete experience you've booked.

Studio Arrival

At this time, **our studio doors remain locked** between sessions.

This helps us:

- Protect the privacy of each group.
- Maintain a calm environment during experiences.
- Prepare safely between sessions.
- Avoid interruptions while instructors are working with guests.

When you arrive:

Please call us to let us know you're here for your scheduled appointment.

Our team will welcome you in as soon as we're ready.

Although a Ring Doorbell Camera is installed for the safety of our staff and guests, **pressing the doorbell does not replace calling us upon arrival.**

As Wicked Rae's continues to grow, this process may change, but for now it allows us to provide the best experience possible for every guest.

What Should I Wear?

Wear comfortable clothing that you don't mind getting paint on. While we provide protective gear for many experiences, **paint has a wonderful habit of finding places you never expected.**

We recommend:

- Comfortable clothing.
- Closed-toe shoes whenever possible.
- Clothing appropriate for movement.
- Clothing you don't mind permanently staining.

To make the most of your creative time, we recommend arriving **already dressed in the clothing you plan to paint in.** You can always change into clean clothes after your session. This gives you more time creating and less time changing.

Bringing Your Belongings

Paint can permanently stain many materials. Before entering the activity area, we recommend leaving valuable items in your vehicle or storing them somewhere safe.

This includes:

- Phones (unless you choose to use them)
- Smart watches
- Jewelry
- Designer handbags
- Laptops
- Tablets
- Keys
- Wallets

If you choose to bring personal items into the creative space, please do so at your own risk.

Planning for the Ride Home

Many guests love getting completely covered in paint—*and we fully support that.*

If you're planning to embrace the mess, we recommend bringing:

- An extra change of clothes.
- A towel or blanket to sit on during the drive home.
- A plastic tote or bag for wet clothing.
- Extra shoes if desired.

A little preparation makes the trip home much easier.

Paint Cleanup

We use high-quality **tempera paint** for many of our experiences because it creates vibrant color while remaining easy to clean from skin.

After your session:

- Most paint wipes away easily with a **slightly damp towel**.
- Using excessive water often makes cleanup take longer.
- A lightly damp towel is usually the fastest and easiest method.
- Some paint may remain around fingernails, between fingers, or on feet after your visit.

Don't worry. Any remaining paint typically washes away easily during a normal shower at home. If you choose to paint barefoot, you should expect to leave with a little dry paint on your feet—and that's perfectly normal.

Studio Restrooms

Our restrooms are designed for changing clothes and light cleanup following your experience.

To help us maintain a clean environment for every guest, please do not:

- Shower in the sinks.
- Wash your hair in the sinks.
- Place your feet inside the sinks.
- Leave excessive paint throughout the restroom.

Treat the space with the same care and respect you would offer a friend's home.

Bringing Artwork Home

Many Wicked Rae's experiences include artwork you'll take home the same day. Please consider whether your vehicle has enough room for your project.

For example:

- Our Dart Board Experience includes a dartboard approximately **4 feet by 2 feet**.
- The protective transport box is **larger than the finished artwork**.

If you're participating in this experience, please ensure your vehicle can safely transport your artwork home.

Questions Before You Arrive?

If you have questions about clothing, accessibility, accommodations, parking, transportation, or anything else related to your visit, please contact us before your appointment.

We're always happy to help you prepare so you can arrive relaxed, informed, and ready to create.

How Our Experiences Work

Every experience is intentionally designed.

Whether you're joining us to celebrate, reconnect, explore your creativity, strengthen your team, or simply try something you've never done before, every Wicked Rae's experience follows a thoughtful structure.

We've spent countless hours refining each experience so you can spend less time wondering what to do and more time fully immersed in creating.

While every workshop is unique, most experiences follow the same journey.

Welcome & Check-In

Your experience begins the moment you arrive. After checking in, we'll welcome you into the space and help everyone get settled before we begin.

This is your opportunity to:

- Meet your instructor.
- Ask questions.
- Finish any remaining paperwork.
- Choose paint colors (when applicable).
- Change into painting clothes if needed.
- Put on protective gear.
- Become familiar with the space.

Our goal is to make sure everyone feels comfortable before the creative portion begins.

Safety First

Every experience begins with a short orientation. This isn't just about rules—it's about making sure everyone understands how to move safely through the experience so they can fully enjoy it.

During this time we'll demonstrate:

- how to safely use each tool

- how the experience flows
- where to move
- where not to move
- how to use the materials
- where artwork will be created
- cleanup procedures
- emergency procedures if needed

Please give your instructor your full attention during this portion of the experience. When one person misses an instruction, it often affects the entire group.

During Instruction

To help everyone learn safely, we ask participants to:

- Put phones away unless requested otherwise.
- Wait until instructed before picking up tools, paint, balloons, sporting equipment, brushes, or other materials.
- Avoid side conversations during demonstrations.
- Allow everyone the opportunity to hear the instructions.

Many of our activities involve movement and shared equipment. Beginning together creates a safer and more enjoyable experience for everyone.

Learn Before You Create

One thing that makes Wicked Rae's different is that we don't simply hand you paint and leave the room. Our instructors actively guide the experience.

You'll learn:

- different techniques
- creative approaches
- movement ideas
- ways to use the tools
- optional challenges
- opportunities to collaborate

Some guests enjoy lots of guidance. Others prefer more freedom. Our instructors adapt to your group while keeping everyone safe.

The Experience

Now comes the fun. This is where music gets louder, creativity takes over, and the room comes alive.

Depending on your experience, you may:

- throw paint
- swing paint-filled balloons
- create with brushes
- experiment with texture
- work on collaborative artwork
- explore movement-based activities
- use sporting equipment as creative tools
- build sculptural pieces
- participate in guided creative challenges

There is no "right way" to create. The goal isn't perfection. The goal is exploration.

Respect the Movement Zone

Some experiences include movement-based tools such as:

- tennis rackets
- jump ropes
- balloons
- drumsticks
- paddles
- brushes with extended handles
- sculptural tools
- other creative equipment

For everyone's safety, participants must remain aware of the people around them.

Before swinging, throwing, or moving equipment:

- Make sure you have enough space.
- Be aware of children and shorter participants.
- Never swing equipment behind you without checking your surroundings.
- Never intentionally strike another participant.
- Wait until instructed before using unfamiliar equipment.

If an instructor asks everyone to stop or freeze, please stop immediately.

Creativity With Respect

Our experiences encourage freedom of expression. That freedom comes with shared responsibility of the splatter room and the walls.

Every guest contributes to the atmosphere that future guests—including children, families, schools, therapeutic groups, and corporate teams—will experience.

We encourage:

- experimentation
- play
- color
- storytelling
- laughter
- imagination

We ask participants not to intentionally create artwork that makes the space feel unsafe or unwelcoming for future guests.

Examples include:

- large areas of solid paint intended to cover the shared walls
- repeated heavy layers of black or dark paint that obscure the colorful environment
- hateful language
- discriminatory messages
- threatening imagery
- sexually explicit artwork
- excessively large profanity intended to dominate the space

Small signatures, playful doodles, encouraging messages, and culturally accepted expressions are generally welcome unless staff requests otherwise.

Remember:

You're helping create the experience for the next person who walks through the door.

Respect the Artwork

Many of the pieces displayed throughout Wicked Rae's are original works created by artists, instructors, or previous guests.

These pieces inspire future workshops and represent countless hours of creative work.

Unless invited by staff, please do not:

- touch artwork
- move artwork
- lean against artwork
- remove artwork
- handle custom installations

Thank you for helping preserve these pieces for future guests.

Guided Exploration

Throughout your session, your instructor may introduce additional ideas, techniques, or creative prompts. Participation is always encouraged, but many experiences allow room for personal exploration and individual creativity.

There is no expectation that everyone creates the same thing. Your experience should reflect you.

Wrapping Up

As your session comes to an end, we'll help you transition out of the creative space.

Depending on the experience, this may include:

- photographs
- artwork packaging
- cleanup guidance
- changing clothes
- towel cleanup
- drying instructions
- transportation recommendations for artwork

Our goal is for you to leave inspired—not rushed.

A Shared Experience

Every Wicked Rae's experience is built on something bigger than paint.

It is built on trust.

Trust that everyone will listen. Trust that everyone will respect the space. Trust that everyone will look out for one another. When every guest contributes to that environment, something remarkable happens. People relax. They laugh more. They become more creative.

And they leave with something far more meaningful than artwork.

They leave with an experience worth remembering.

Community Code of Conduct

Create Boldly. Respect the Space.

Every Wicked Rae's experience is built on a simple belief:

Creativity flourishes when people feel physically safe, emotionally respected, and free to explore without fear of judgment.

This Code of Conduct exists to protect that experience—for you, for the people creating beside you, and for every guest who walks through our doors after you.

By participating in a Wicked Rae's experience, you agree to help us create an environment where everyone can feel welcome, inspired, and safe.

Respect One Another

Every guest deserves to feel safe, included, and respected.

We ask all participants to:

- Treat fellow guests, staff, volunteers, venue personnel, and instructors with kindness and courtesy.
- Respect differences in age, ability, identity, culture, experience, and creative expression.
- Encourage others rather than criticize or judge.
- Use language that contributes to a welcoming environment.
- Help create an atmosphere where everyone feels comfortable participating.

The following behaviors are not permitted:

- Harassment
 - Bullying
 - Threats
 - Intimidation
 - Discrimination
 - Hate speech
 - Violence
 - Intentional damage to another person's artwork or belongings
-

Respect Safety

Every experience begins with safety.

Participants agree to:

- Follow all verbal and written instructions from Wicked Rae's staff.
- Remain inside designated activity areas unless instructed otherwise.
- Walk at all times in activity areas.
- Be aware that paint, water, and creative materials may create slippery surfaces.
- Wear required protective equipment whenever instructed.
- Immediately report spills, injuries, damaged equipment, or unsafe conditions.
- Stop all activity immediately if staff instructs the group to stop.

Safety instructions are not optional.

Our instructors have the authority to pause or end any activity if they believe conditions are becoming unsafe.

Respect the Learning Process

Every experience begins with an orientation designed to keep everyone safe and help everyone get the most from their experience.

During demonstrations and safety briefings, participants agree to:

- Give their full attention to the instructor.
- Wait until invited before picking up paint, balloons, sporting equipment, brushes, tools, or other materials.
- Avoid conversations that prevent others from hearing instructions.
- Ask questions whenever something is unclear.

When everyone learns together, everyone creates with greater confidence.

Respect the Movement Zone

Many Wicked Rae's experiences involve movement.

Some experiences may include:

- tennis rackets

- jump ropes
- drumsticks
- paddles
- exercise equipment
- balloons
- sculptural tools
- other creative implements

Participants agree to:

- Stay aware of their surroundings.
- Allow enough personal space before swinging, throwing, or moving equipment.
- Never intentionally strike another participant.
- Never swing equipment toward another person.
- Wait for staff instructions before using unfamiliar tools.
- Immediately stop using equipment when instructed.

Safety always comes before creativity.

Respect the Creative Space

Our studio and mobile environments are intentionally designed to inspire creativity.

Participants agree to help care for these shared spaces.

Please do not:

- Run, climb, jump, wrestle, shove, or engage in horseplay.
- Throw paint outside designated areas.
- Apply paint to windows, doors, ceilings, lighting, restrooms, furniture, landscaping, sidewalks, vehicles, or other property.
- Leave designated paint areas while covered in wet paint unless directed by staff.
- Track paint into buildings, hallways, elevators, or public spaces.
- Intentionally create unnecessary cleanup for staff or future guests.

Help us leave every space ready to inspire the next group.

Respect the Shared Canvas

Our walls continue to evolve through the creativity of thousands of guests.

They tell the story of everyone who has created here before you.

We encourage:

- color
- imagination
- encouragement
- signatures
- playful messages
- positive expression

Please do not intentionally create:

- hateful or discriminatory messages
- threatening imagery
- sexually explicit artwork
- excessive profanity
- large offensive images
- repeated heavy layers of dark paint intended to cover the shared artwork and colorful environment

Remember that our spaces are shared by children, families, schools, therapeutic groups, community organizations, and corporate teams.

Help us leave the environment welcoming for everyone.

Respect the Artwork

Many original works displayed throughout Wicked Rae's are created by artists, instructors, guest artists, or previous participants.

Unless invited by staff, please do not:

- Touch artwork.
- Move artwork.
- Lean on artwork.
- Handle sculptures or installations.
- Remove displayed items.

These pieces are used for inspiration, education, exhibitions, and future experiences.

Respect the Studio & Venue

Whether you are visiting our studio or participating at a mobile event, please help us care for the facilities.

Participants agree to:

- Leave restrooms in the same condition they were found.
- Dispose of towels and materials where instructed.
- Follow cleanup procedures.
- Respect venue staff and security personnel.
- Stay out of restricted or staff-only areas.
- Report accidental damage immediately.

Our studio sinks are designed for light cleanup only.

Please do not:

- Wash your hair in the sinks.
- Shower in the sinks.
- Place your feet in the sinks.
- Leave excessive paint throughout the restroom.

Tempera paint removes best with a lightly damp towel. Using excessive amounts of water usually makes cleanup more difficult rather than easier.

Respect Personal Well-Being

Participants should:

- Participate only if they feel physically able.
- Inform staff of accessibility needs or accommodations before the experience whenever possible.
- Notify staff immediately if they become injured or feel unwell.
- Stay hydrated throughout the experience.

Participants may not participate while under the influence of alcohol, illegal drugs, cannabis or any substance that impairs safe participation **unless participation has been approved in writing by Wicked Rae's in advance as part of a professionally facilitated educational, therapeutic, or experiential program.**

Respect Privacy

To protect the privacy of all guests:

Please do not photograph or record other participants without their permission.

Please do not photograph or record Wicked Rae's staff without their consent.

Some corporate clients prohibit photography altogether.

Please follow all event-specific photography instructions.

Respect Our Creative Work

Wicked Rae's has invested years developing its experiences, instructional methods, installations, educational materials, artwork, and creative programming.

Unless written permission has been granted, participants may not:

- Record proprietary workshops for redistribution.
- Photograph instructional materials
- Wear hidden or wearable recording devices, including camera-equipped smart glasses, during proprietary instruction.
- Commercially reproduce Wicked Rae's experiences, teaching methods, or branded programming.
- Remove or copy proprietary materials.

Our artwork, curriculum, trademarks, logos, branding, and original creative works are protected under applicable intellectual property laws.

When Expectations Aren't Met

We understand that mistakes happen.

Whenever possible, our team will simply offer a reminder or redirect behavior.

However, Wicked Rae's reserves the right to pause an activity, remove a participant, or end an experience without refund if behavior places people, artwork, equipment, or the venue at risk.

Depending on the situation, participants may also be responsible for cleanup, repair, or replacement costs resulting from intentional or reckless misconduct.

Why It Matters

At Wicked Rae's, these expectations are not about limiting creativity—*they exist to protect it.*

When people feel physically safe, emotionally respected, and free from unnecessary distractions, they are more willing to explore, take creative risks, connect with one another, and fully immerse themselves in the experience.

Every guest contributes to the atmosphere of Wicked Rae's. The way you care for the people around you, the artwork you create, and the spaces you share helps shape the experience for everyone who follows.

Create boldly. Respect the space. Leave it better than you found it.

Participant Agreement, Assumption of Risk & Liability Information

Before You Participate

At Wicked Rae's, your safety and experience matter deeply to us.

Every experience we create is intentionally designed to encourage creativity, curiosity, movement, connection, and self-expression in an environment that is both welcoming and thoughtfully prepared.

While we take great care to provide trained facilitators, maintained equipment, clear instructions, and a safe environment, no activity involving movement, creative tools, or shared spaces can ever be completely free from risk.

This section explains those risks so you can make an informed decision about participating.

By choosing to participate, you acknowledge that you understand the nature of our experiences and accept the inherent risks involved.

Shared Responsibility

Safety at Wicked Rae's is a shared responsibility.

Our responsibility is to:

- Prepare a clean and thoughtfully designed environment.
- Inspect and maintain our equipment.
- Provide trained facilitators.
- Demonstrate safe use of tools and materials.
- Explain the experience before it begins.
- Monitor activities throughout the session.
- Respond appropriately to unsafe conditions.

Your responsibility is to:

- Follow all staff instructions.

- Ask questions whenever something is unclear.
- Use equipment responsibly.
- Respect other participants.
- Communicate any medical concerns or accessibility needs before participation whenever possible.
- Stop participating if you feel unsafe or unwell.
- Report injuries, spills, damaged equipment, or unsafe conditions immediately.

When everyone works together, the experience becomes safer and more enjoyable for everyone.

Understanding the Nature of Our Experiences

Every Wicked Rae's experience is different.

Depending on the workshop, event, or program, participants may engage in activities involving:

- paint
- movement
- athletic-style motions
- throwing
- lifting
- bending
- reaching
- dancing
- drumming
- sporting equipment
- balloons
- brushes
- sculptural materials
- found objects
- collaborative art
- sensory exploration
- loud music
- black lights
- outdoor environments
- uneven terrain
- weather conditions

Participants understand that these activities involve both physical movement and creative exploration.

Inherent Risks

Participation may involve risks that cannot be completely eliminated.

These risks include, but are not limited to:

Physical Risks

- Slips, trips, or falls caused by wet paint, water, cords, or uneven surfaces.
 - Contact with sporting or creative equipment.
 - Accidental impact from balloons, tennis rackets, drumsticks, paddles, brushes, or other tools if participants do not maintain proper awareness or spacing.
 - Muscle soreness, strains, sprains, or fatigue from movement.
 - Minor cuts, scrapes, bruises, or pinched fingers while using creative materials.
 - Collisions with participants, equipment, or surrounding objects.
-

Material Risks

Participants may experience accidental exposure to:

- paint
- water
- adhesives
- plaster
- texture materials
- latex products
- dust
- natural materials
- temporary skin staining

Paint may permanently stain clothing, shoes, jewelry, bags, phones, electronics, and other personal belongings.

Sensory Risks

Some experiences include:

- loud music
- flashing or black lights
- bright colors
- strong sensory stimulation

- crowds
- physical movement
- emotional expression

Participants should notify staff before the experience if they believe any of these elements may affect their ability to participate safely.

Outdoor Risks

Mobile experiences may include additional risks such as:

- uneven ground
 - weather
 - wind
 - insects
 - heat
 - cold
 - sun exposure
 - mud
 - gravel
 - changing environmental conditions
-

Health Considerations

Participants are responsible for determining whether they are able to participate safely.

Please consider speaking with your healthcare provider before participating if you have concerns related to:

- pregnancy
- heart conditions
- balance disorders
- recent surgeries
- respiratory conditions
- seizure disorders
- allergies
- mobility limitations
- other medical conditions

If you are unsure whether an activity is appropriate for you, please ask your doctor before participating.

Accessibility & Accommodations

We believe creativity should be accessible.

If you or someone in your group would benefit from accommodations, additional instruction, visual supports, movement breaks, sensory considerations, or adaptive approaches, please let us know before your visit whenever possible.

Providing advance notice allows us to prepare and create the best experience we reasonably can.

Paint & Creative Materials

Wicked Rae's uses paints and materials selected for recreational creative experiences. Although many paints are certified non-toxic, they are intended for creative use only.

Participants should not intentionally:

- ingest paint
- place paint in their mouth
- throw paint into another participant's eyes
- intentionally cover another participant's goggles
- misuse creative materials

If paint accidentally enters the eyes, notify staff immediately so appropriate flushing procedures can begin.

If paint is accidentally swallowed:

- notify staff immediately
- rinse your mouth
- drink water

While this type of exposure is generally not expected to cause serious harm when small amounts are involved, participants should seek medical advice whenever they have concerns.

Personal Property

Participants are encouraged to remove or protect valuable items before entering the activity area. Wicked Rae's cannot guarantee that paint, water, or other materials will not contact clothing or personal belongings. Please leave valuables in a safe location whenever possible.

Mobile Events

When participating at a corporate campus, park, school, hotel, festival, conference center, or private venue, participants agree to follow both Wicked Rae's safety requirements and the rules established by the host venue.

Participants also agree to:

- remain inside designated activity areas
 - follow cleanup procedures
 - prevent paint transfer into buildings
 - protect venue property
 - respect venue staff
 - report spills immediately
-

Photography & Recording

Photography and video may be permitted during some experiences.

However:

- participants should respect the privacy of others
 - some corporate events prohibit photography entirely
 - staff members may not be photographed or recorded without permission
 - proprietary instruction, installations, and educational materials may not be recorded where prohibited
-

Emergency Situations

Participants should immediately notify staff of:

- injuries
- illness
- dizziness
- unsafe conditions

- damaged equipment
- emergencies

If emergency medical assistance becomes necessary, staff may contact emergency responders.

Choosing to Participate

Participation in any Wicked Rae's experience is always voluntary. If at any time you decide you no longer wish to participate, please notify your facilitator. You are always welcome to step away from an activity if you feel uncomfortable or unsafe.

Why It Matters

Every Wicked Rae's experience is built on trust.

Trust that our team has prepared the environment with care. Trust that participants will look out for one another. Trust that everyone will respect the space, the materials, and the people sharing the experience.

No handbook or waiver can eliminate every risk, but open communication, thoughtful preparation, and shared responsibility go a long way toward creating experiences that are memorable for all the right reasons.

Our goal isn't simply to protect our business. It's to protect the people, relationships, and moments that make Wicked Rae's meaningful.

Frequently Asked Questions

Everything You Need to Know Before You Create

We've gathered the questions we're asked most often to help you prepare for your Wicked Rae's experience. If your question isn't answered here, please contact us before your visit—we're always happy to help.

Booking Your Experience

How do I book?

Groups of **1–6 participants** can book directly through our online booking system.

For **groups of 7 or more**, corporate events, schools, fundraisers, private buyouts, or custom experiences, please contact us directly so we can design the experience around your group.

Do you accept walk-ins?

No.

Every Wicked Rae's experience is prepared specifically for the guests attending.

Because we build, prepare, and reset the studio between each group, all experiences are by appointment only.

Please book at least **48 hours in advance**.

What are your studio hours?

Our studio is open **Wednesday through Sunday** by appointment.

Morning, afternoon, evening, and private scheduling options are available depending on the experience.

Can I book on Monday or Tuesday?

Normally, the studio is closed on Mondays and Tuesdays.

If staffing and scheduling allow, we may be able to open the studio for private experiences with a **\$500 private opening fee**. Please contact us to discuss availability.

Rescheduling

Can I reschedule?

Because your appointment reserves exclusive studio time and preparation, all sales are final.

If you need to move your reservation:

- **7 or more days before your session**
 - \$25 rescheduling fee
- **3–6 days before your session**
 - \$50 rescheduling fee
- **Less than 48 hours before your session**

Rescheduling is generally unavailable.

If you cannot attend, please contact us. In some circumstances, we may be able to transfer your reservation to someone else. All rescheduled experiences must be completed within **60 days** of the original reservation.

What happens if I don't show up?

Unfortunately, no-shows forfeit the experience.

Group Sizes

How many people can participate?

Most studio experiences accommodate **1–6 participants**.

Larger groups are welcome through custom bookings. Mobile events can often accommodate significantly larger groups depending on the activity and venue.

Does everyone need to purchase a package?

Yes.

Every participant must have their own experience reserved.

If your booking lists more guests than have been purchased, we will hold your reservation for up to **24 hours** while attempting to contact you. If we do not hear back, we will cancel the reservation and issue a refund.

This ensures that every participant has the materials, space, and instructor attention they need.

Ages

What ages can participate?

Many experiences are appropriate for ages **2 and older**, although some activities have higher minimum age requirements. Please refer to the individual experience description or contact us if you're unsure.

Do children need an adult?

Yes.

Children **9 years old and younger** must have a participating adult with them throughout the experience.

The supervising adult must also purchase their own experience.

If a child needs to leave the activity area, their supervising adult must leave with them.

Preparing for Your Visit

Do I need artistic experience?

Not at all. Our experiences are about curiosity, expression, exploration, movement, and connection—not artistic skill. Many of our guests tell us they "aren't creative." They usually leave thinking differently.

What should I wear?

Wear comfortable clothing and shoes that you don't mind getting permanently stained. Paint has a wonderful ability to find places you didn't expect.

Should I bring anything?

We recommend bringing:

- A towel or blanket for your car seat if you plan to get very messy.
 - A change of clothes if desired.
 - Water if you're participating in an extended outdoor experience.
 - Any accessibility or sensory supports you regularly use.
-

Are there showers?

No.

Our restrooms are designed for changing clothes and light cleanup only.

Tempera paint removes easily with a slightly damp towel and typically washes away completely in a normal shower at home.

During the Experience

What's included?

Most experiences include:

- Private studio or event time.
- Paint and creative materials.

- Instruction and facilitation.
- Protective equipment when appropriate.
- Cleanup of the creative space.
- Packaging of artwork when applicable.

Each experience description lists any additional materials included.

Will someone teach us?

Yes. Unlike many paint experiences, Wicked Rae's facilitators actively guide your experience.

You'll learn how to safely use the tools, explore creative techniques, and get the most from the activities you've chosen.

Can I bring food or drinks?

Private parties, workshops, and events may bring their own snacks and beverages unless otherwise noted.

Please ask if you're unsure about your specific experience.

Alcohol may only be permitted when specifically approved by Wicked Rae's and the venue, and only where allowed by law.

Can I buy additional supplies?

Usually, yes.

Depending on availability, you may purchase:

- Additional paint.
- Extra canvases.
- Protective suits.
- Extra creative materials.
- Additional experience time.
- Merchandise.

Please ask your facilitator for current options.

Your Artwork

Do I get to take my artwork home?

Yes.

Most experiences include artwork that goes home with you.

When needed, we'll package your artwork to make transportation easier.

Can I bring additional canvases?

Often, yes however you will need to provide your own boxes or other items to transport them in.

Please let us know at least **48 hours in advance** if you need to purchase boxes from us.

Will my painting turn out beautifully?

Maybe.

Maybe not.

And that's perfectly okay.

Wicked Rae's is an experience-first creative practice.

We guide you in using the tools, materials, and techniques safely, but every finished piece reflects the choices made by the participant.

If paint is repeatedly layered or mixed together, vibrant colors may naturally become brown, gray, or muted.

This is part of the creative process.

Because each participant creates their own artwork, Wicked Rae's cannot guarantee any particular artistic outcome.

The true value of the experience lies in exploration, movement, expression, connection, and the memories you create—not in achieving a perfect painting.

Accessibility

Is Wicked Rae's accessible?

We strive to make our experiences as accessible as reasonably possible.

If you or someone in your group has mobility, sensory, communication, or learning needs, please let us know before your visit whenever possible.

Advance notice allows us to prepare accommodations and create the best possible experience.

Gifting

Can I give my reservation to someone else?

Often, yes. Please notify us at least **48 hours before the scheduled experience**, and we'll let you know what options are available.

Photography & Privacy

Can I take pictures?

Usually, yes.

We love seeing guests celebrate their experience.

However:

- Please respect the privacy of other guests.
- Ask permission before photographing people you don't know.
- Some private events and corporate clients prohibit photography.
- Recording instructors or proprietary workshops is not be permitted.

Please follow any event-specific instructions provided by your facilitator.

Policies

Do I have to sign paperwork?

Yes.

Every participant must complete the required Guest Acknowledgement before participating.

By making a reservation, you acknowledge that you have been provided the opportunity to review this Guest Handbook before your experience.

Can someone be removed from an experience?

Yes.

While we always try to redirect behavior first, Wicked Rae's reserves the right to remove participants whose actions create a safety concern, damage property, repeatedly disrupt the experience, or violate our Community Code of Conduct.

Our goal is always to protect the experience for everyone.

Still Have Questions?

We know every group is different.

If you have questions about accessibility, accommodations, corporate events, custom experiences, parking, transportation, artwork, or anything else, please contact us before your experience.

We're always happy to help you prepare.

Why It Matters

Questions are a natural part of trying something new.

We believe informed guests have better experiences. By answering common questions in advance, we can spend less time explaining logistics and more time helping you create, explore, connect, and enjoy the experience you've chosen.

Maintaining a Safe & Respectful Environment

Our Commitment to Every Guest

At Wicked Rae's, we believe every guest, staff member, facilitator, volunteer, venue partner, and community member deserves to be treated with dignity, kindness, and respect.

Our goal is to create experiences where people feel physically safe, emotionally supported, and free to express themselves without fear of judgment.

We understand that misunderstandings happen, and most concerns can be resolved through respectful conversation. Whenever possible, our team will answer questions, clarify expectations, and work with guests to find reasonable solutions.

However, there are times when we must act to protect the safety, comfort, and experience of others.

Our Right to Refuse or End Service

Wicked Rae's reserves the right to refuse, cancel, postpone, suspend, or terminate participation, services, or future bookings when a participant or customer engages in conduct that is unsafe, disruptive, abusive, dishonest, unlawful, or inconsistent with our policies, values, or the safe operation of our business.

This right applies before, during, and after an experience, including but not limited to:

- Initial inquiries
- Email correspondence
- Telephone calls
- Text messages
- Social media interactions
- Booking and payment
- Check-in and arrival
- Participation in an experience
- Follow-up communications
- Future reservations

The examples throughout this handbook are intended to illustrate common situations but are not exhaustive. Wicked Rae's reserves the right to interpret and apply these policies reasonably and in good faith based on the specific facts and circumstances of each situation. Nothing in this handbook limits Wicked Rae's ability to take action when it believes such action is reasonably necessary to protect the safety, well-being, property, reputation, staff, guests, venue partners, intellectual property, or business operations of Wicked Rae's.

Conduct That May Result in Refusal or Termination

The following examples are intended to help guests understand the types of behavior that may result in a warning, removal from an experience, cancellation of a reservation, refusal of future service, or other appropriate action.

Unsafe Behavior

Safety is the foundation of every Wicked Rae's experience.

Examples include, but are not limited to:

- Refusing to follow staff instructions.
 - Ignoring safety demonstrations or repeated directions.
 - Running, climbing, pushing, shoving, wrestling, or engaging in horseplay.
 - Intentionally creating unsafe conditions.
 - Misusing creative materials or equipment.
 - Entering restricted or staff-only areas.
 - Endangering yourself or others.
 - Continuing unsafe behavior after being asked to stop.
-

Disruptive Behavior

We strive to create an environment where every participant can fully enjoy their experience.

Examples include:

- Repeatedly interrupting instruction.
- Preventing others from hearing safety briefings.
- Handling tools or materials before permission is given.
- Intentionally disrupting another guest's experience.
- Refusing to respect shared spaces.

- Damaging artwork, equipment, or facilities.
- Creating unnecessary distractions after staff have asked for cooperation.

Abusive or Disrespectful Conduct

Wicked Rae's has **zero tolerance** for abusive or threatening behavior toward staff, guests, venue personnel, contractors, volunteers, or community partners.

This includes:

- Harassment.
- Bullying.
- Intimidation.
- Threats.
- Discrimination.
- Hate speech.
- Verbal abuse.
- Personal attacks.
- Sexual harassment.
- Physical aggression.
- Aggressive or intimidating body language.
- Excessive profanity directed toward another person.

This expectation applies equally to communication made in person, by telephone, email, text message, social media, online reviews, or any other form of communication with our team.

Our staff deserve the same courtesy and professionalism that we strive to extend to every guest.

Refusal to Follow Established Policies

Our policies exist to ensure fairness, consistency, and a positive experience for every guest.

Examples include:

- Refusing to complete required paperwork.
- Refusing to present identification when required.
- Refusing to follow safety requirements.
- Demanding exceptions to published policies without prior written approval.
- Refusing to pay applicable fees, balances, or charges.
- Attempting to receive services without payment.
- Misrepresenting information during the booking process.

- Refusing to comply with venue-specific rules during mobile events.

Booking & Policy Disputes

We believe guests should have every opportunity to understand our policies before making a reservation.

For that reason, our Guest Handbook, booking policies, Code of Conduct, cancellation policies, and other important information are made available before purchase.

By completing a reservation, guests acknowledge that they have been provided the opportunity to review these materials before booking.

Statements such as:

- "I didn't read the policies."
- "I didn't know."
- "Nobody told me."
- "I don't agree with the policies after purchasing."
- "I shouldn't have to pay the published fees."

do not invalidate the policies that were available before the reservation was made.

If something is unclear, we genuinely encourage you to ask before completing your purchase. We are always happy to answer questions and help you make an informed decision.

Fraudulent or Dishonest Activity

Wicked Rae's reserves the right to refuse or discontinue service when we reasonably believe someone is attempting to:

- Obtain services without payment.
 - Reverse legitimate charges without cause.
 - Submit false or misleading information.
 - Falsely report damage, injury, or misconduct.
 - Abuse promotions, discounts, or gift certificates.
 - Intentionally violate booking policies.
 - Steal, vandalize, or misuse Wicked Rae's property or the property of others.
-

Damage to Property

Guests are expected to treat our studio, mobile equipment, venues, artwork, and materials with care.

Participants may be financially responsible for damage resulting from intentional misconduct, reckless behavior, or failure to follow staff instructions.

This may include damage to:

- Wicked Rae's equipment.
- Original artwork.
- Mobile event equipment.
- Rental facilities.
- Corporate venues.
- Schools.
- Hotels.
- Parks.
- Private homes.
- Property belonging to other guests.

Accidents happen, and we understand that. We simply ask that accidental damage be reported immediately so we can work together toward an appropriate resolution.

If a Participant Is Removed

Whenever reasonably possible, our team will first provide a reminder, clarification, or opportunity to correct the behavior.

If behavior continues or presents an immediate safety concern, Wicked Rae's may:

- Pause the activity.
- Remove an individual from the activity area.
- End that participant's experience.
- End the experience for the entire group if necessary to protect safety.
- Cancel future reservations.
- Decline future bookings.

Depending on the circumstances, refunds, credits, or rescheduling may not be available.

We Believe Most Problems Can Be Solved

Our goal is never to deny someone the opportunity to create.

Whenever reasonably possible, we will:

- Listen respectfully.
- Answer questions honestly.
- Clarify misunderstandings.
- Explain our policies.
- Offer reasonable solutions when appropriate.
- Treat every guest with professionalism, fairness, and compassion.

In return, we ask our guests to extend that same courtesy to our team.

Most concerns can be resolved through respectful communication, and we are committed to working together whenever possible to create positive outcomes.

Why It Matters

At Wicked Rae's, these expectations are not about enforcing rules for their own sake—they're about protecting the environment, which makes meaningful experiences possible.

Every guest trusts us to provide a space where they can explore, create, laugh, learn, and connect without unnecessary distractions or concerns for their safety. Our staff trust that they will be treated with respect while doing the work they love. Our venue partners trust us to care for their property as if it were our own.

Maintaining a safe and respectful environment allows every participant—whether they are visiting our studio, attending a mobile event, celebrating with family, participating in a corporate workshop, or exploring creativity for the very first time—to fully immerse themselves in the experience.

When we all share responsibility for the environment we create together, something remarkable happens:

- People feel welcome.
- People feel safe.
- People become more creative.
- People connect more deeply.

And they leave with memories that extend far beyond the artwork they take home.

Create boldly. Respect the space. Respect one another. Leave it better than you found it.

The Guest Acknowledgement Process

Why We Ask You to Sign

At Wicked Rae's, we believe informed guests have better experiences.

Rather than asking participants to sign a document they have never had the opportunity to read, we provide this Guest Handbook before your experience whenever possible so you can review our policies, safety information, expectations, and frequently asked questions at your own pace.

Our goal is transparency—not surprises.

By understanding what to expect before you arrive, you'll spend less time reading paperwork at check-in and more time enjoying your experience.

Before Your Experience

When you book with Wicked Rae's, you are provided access to important information, including:

This Guest Handbook, which includes the following:

- Our Community Code of Conduct.
- Participant Agreement & Liability Information.
- Booking and Rescheduling Policies.
- Accessibility Information.
- Privacy Policy.
- Frequently Asked Questions.

By completing your reservation, you acknowledge that these materials were made available to you before your scheduled experience and that you have had the opportunity to review them.

If you have questions about any policy, we encourage you to contact us before your appointment. We are always happy to explain our policies and help you make an informed decision.

At Check-In

Every participant must complete the official **Guest Acknowledgement Form** before participating in any Wicked Rae's experience.

For participants under 18 years of age, the form must be completed by a parent or legal guardian unless otherwise permitted by applicable law.

During check-in, we may also request a valid government-issued photo ID to verify the identity of the person signing the acknowledgement and to confirm eligibility to participate when necessary.

The signed Guest Acknowledgement becomes part of our event records and helps ensure that every participant has had the opportunity to ask questions before the experience begins.

What You're Acknowledging

The Guest Acknowledgement Form confirms that you:

- Have had the opportunity to review this Guest Handbook.
- Understand the nature of the experience you have chosen.
- Understand that participation involves inherent risks.
- Agree to follow all safety instructions and staff directions.
- Agree to follow the Community Code of Conduct.
- Understand our booking, cancellation, and rescheduling policies.
- Agree to respect the studio, mobile venue, artwork, equipment, and fellow participants.
- Understand that failure to follow safety instructions or our Code of Conduct may result in removal from the experience.
- Have had the opportunity to ask questions before participating.

If something is unclear, we encourage you to ask. We'd much rather answer your questions before your experience than have you wonder during it.

Electronic Signatures

Electronic signatures carry the same intent as paper acknowledgements, where permitted by law, and may be completed before arrival or during check-in.

Regardless of the format, participants remain responsible for reviewing the information provided before signing.

Changes to This Handbook

Wicked Rae's continues to grow, and our experiences continue to evolve.

As new workshops, equipment, locations, and programming are introduced, this handbook may be updated to reflect new procedures, safety practices, or operational improvements.

The most current version of this handbook will always govern future experiences and will be made available to participants before booking whenever reasonably possible.

We encourage returning guests to review the handbook periodically, as policies and procedures may change over time.

Sample Guest Acknowledgement Form

The following pages contain a sample copy of the Guest Acknowledgement Form for your review.

This sample is provided so you can read the document before your visit and arrive with any questions already answered.

Please do not sign the sample copy contained in this handbook.

The official Guest Acknowledgement Form will be completed during check-in (or electronically, if offered for your experience).

Wicked Rae's Guest Acknowledgment

Before participating today, I acknowledge that:

- ☐ I have read (or had the opportunity to read) Wicked Rae's Liability Waiver, Studio Policies, and Code of Conduct available online and in-person via the Guest Handbook & Participation Guide.
 - ☐ I understand Wicked Rae's is an experiential wellness and creative movement studio - not a rage room.
 - ☐ I agree to follow all staff instructions and studio safety rules.
 - ☐ I understand paint may permanently stains clothing and personal belongings.
 - ☐ I understand participation involves physical activity and inherent risks.
 - ☐ I agree to follow the Guest Code of Conduct.
 - ☐ I understand failure to follow studio rules may result in removal without refund.
-

Participant Name _____

Signature _____

Date _____

Guardian Signature (if under 18):

Name _____

Relationship _____

Signature _____

Date _____

Photo/Video Choice

- ☐ Yes
- ☐ No

Staff Initials _____ **Session Date/Time** _____

Thank You

Thank you for choosing Wicked Rae's.

Whether you're joining us to celebrate, reconnect, create, explore, or simply try something new, we're honored to be part of your story.

Our hope is that you leave with more than artwork. We hope you leave with a memory. A conversation. A new perspective. A deeper connection to yourself and the people beside you.

Thank you for trusting us with your experience.

We'll take good care of it.

The Wicked Promise

At Wicked Rae's, we believe creativity is one of the most human things we can do.

It reminds us to slow down.

To laugh.

To play.

To reconnect.

To see one another differently.

Every policy in this handbook exists for one reason:

To protect that experience.

For you.

For the people creating beside you.

And for every guest who will walk through our doors after you.

Thank you for being part of the story we're creating together.

We can't wait to welcome you.