

From: Souq Waqif Art Center <souqwaqifartcenter@peo.gov.qa>
Sent: Thursday, March 28, 2024 1:09 AM
To: Cindy Chinn <cindy@cindychinn.com>
Subject: RE: Broken Pencils-

Dear Cindy Chinn,

Thank you for participating in the TADWEER art exhibition 2024, this marks your second participation since the SCRAP art exhibition 2019. Souq Waqif Art Center always welcomes exceptional and collaborative artists like yourself. You were the only artist granted the opportunity to exhibit and showcase artworks in both the metal and wooden sections, as well as the souvenir sales office. We were also delighted to approve Mr. Arthur Whitton accompaniment to assist you throughout the exhibition.

Before the opening of the exhibition we discussed your concerns regarding the display tables. To ensure you had everything you needed for a successful exhibition, we worked closely with you before the opening. This included taking detailed measurements together, which ultimately led to providing you with custom wooden bases, ensuring their timely installation. It's important to clarify that, no request was made to cover the art pieces with fiber glass protection, as you intended the audience to interact with your art pieces. You removed their original glass covers yourself.

The artwork was specifically kept behind a barrier and under security surveillance to ensure their safety, however upon your request the barriers were removed before the opening as you intended to interact with visitors directly. You were the only artist for whose artwork a security guard was also detailed.

Unfortunately for this reason damage to your artwork occurred repeatedly by the visitors during your supervision and the presence of your companion/colleague until after the fourth art piece was damaged that you asked for the safety barrier to be reinstalled. The Management of Souq Waqif Art Center offered you to relocate your artwork to another location for their safety and your satisfaction but this was refused by you. As the safety was removed upon your request and you were supervising visitor interaction with your artwork, we find that the responsibility of their safety belonged to you and not the art center.

All requirements and requests made by the participating artists were diligently met by the Souq Waqif Art Center ensuring the success of the exhibition.

The insurance contract for all art pieces only covered the shipping duration to and from the exhibition to the artists provided address. Thus the insurance company is not liable for any damages that occurred during the exhibition, and especially after the artist requested the safety barriers removed.

We will provide you with a detailed breakdown of your gift shop sales and any outstanding balance due. Your artwork will be shipped back by sea ensuring safe transportation. You will be receiving an email from the FILSPRO shipping service including the timeframe for the artwork's return.

We hope this will settle the issue. It is unfortunate that accidents do happen, however the great opportunity and success of the exhibition cannot be overshadowed by such incidents. It was a pleasure to represent your artwork at the exhibition and we wish you the best of success in your future endeavors.

Sincerely,
Souq Waqif Art Center

Best Regards,

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Please consider your environmental responsibility before printing this e-mail.

From: Cindy Chinn [<mailto:cindy@cindychinn.com>]
Sent: 26 مارس, 2024 11:25 ص
To: Souq Waqif Art Center <souqwaqifartcenter@peo.gov.qa>

Cc: Art Whitton <art@artwhitton.com>
Subject: RE: Broken Pencils-

Hello, I will try again to get a response from you. I find it alarming that I have to try so hard to get answers to my questions. They seem simple- You sold some of my artwork through the giftshop and I haven't been paid, what do you need from me to make that happen? And due to no fault of mine own, 4 pieces of my artwork were broken by the public, how are you going to handle this?

It's been almost a month since the exhibit closed and you haven't addressed either of these issues nor have you replied to any of my emails.

I'm not sure what to think about all of that. But honestly, it is very unprofessional and disrespectful. Can we please finalize this and move on?
Thanks, Cindy

From: Cindy Chinn
Sent: Monday, March 18, 2024 1:26 AM
To: 'Souq Waqif Art Center' <souqwaqifartcenter@peo.gov.qa>
Cc: Art Whitton <art@artwhitton.com>
Subject: RE: Broken Pencils-

Hello-
I am checking in again-
It has been 18 days since the Exhibit has closed and I have sent a few emails asking about Balance Due from the Gift Shop, when artwork will ship, and the status of my broken pencil reimbursement.

To date no one has replied. I would like to get some clarity/closure and move on. What is it going to take to make that happen? What do you need from me?

Thanks, Cindy

From: Cindy Chinn
Sent: Thursday, March 14, 2024 1:40 AM
To: 'Souq Waqif Art Center' <souqwaqifartcenter@peo.gov.qa>
Cc: Art Whitton <art@artwhitton.com>
Subject: RE: Broken Pencils-

Hello- I am still waiting for a response to my emails... it's been 2 weeks since the exhibit and hopefully you have a final total for the Gift Shop and some answers on policies for breakage. As well as shipping information so I can make plans for future exhibits and sales.

I would like to close my books for the event and not have to worry about it.
Thanks, Cindy

From: Cindy Chinn

Sent: Friday, March 8, 2024 1:57 AM

To: 'Souq Waqif Art Center' <souqwaqifartcenter@peo.gov.qa>

Subject: Broken Pencils-

Greetings from the US-

First off, thanks for the opportunity to show with the Art Center again this year. It's always an honor. The talent and variety of the exhibit were impressive.

Secondly, I was expecting as I was told, that I would have a secure and protected display for my carved pencils. They are fragile, they take time to make, and they deserve respect. I had designed a nice display with lights and plexiglass, etc.... like what was made for Sue's watch part pieces. However I was surprised to be given only a low counter top... no protected display, no enlarged photos or even magnifying glasses, as I was told. We tried to make do with this set up the best that we could but it wasn't enough. We even had extra security (and he was amazing) for this popular display and there were just too many people to control. I had to shut down half of my display after the first few days because 2 pencils were broken and then 2 more got broken and we ended up roping it off... this worked but it was too late, I ended up having a total of 4 pencils get broken by the public.

Here is a list of the damaged pencils and you will find attached 'Before' and 'After' photos.

War and Peace- \$5000

Feather in the Hand- \$2000

Palm Tree- \$2000

Chickens- \$2500

I'd like to know how you are planning to handle this situation. I am of the understanding that all of my artwork in the show is insured.
I would like reimbursement for the value of each for a total of \$11,500 USD.

I'd also like to know the total of my Gift Shop sales and what you need from me to get the balance due paid. I sold 4 pencils and several other items, some of which I was already paid for.

Lastly, I didn't feel that there was enough closure transparency when we all left- Like, when we are expected to see our artwork returned. Is it coming by air or sea? I heard from someone that all of the artwork would be held there for a while and from another that it would all leave quickly and without delay. There was so much speculation and miscommunication amongst the Artist as to what happens next. So, clarity on this would be helpful for everyone. My work

was sent over without vapor barriers because it was transported by air- will it need a vapor barrier coming back? Will it be returned by sea?

Thanks again for including me in the exhibit, it's always a pleasure to be involved in your events and to visit my friends/family there in Doha.

Cindy