Make, Create and Capture

Booking Terms & Conditions 2024 Effective 1st September 2024

These terms and conditions apply to all bookings. By making a booking, making payment (online or otherwise) and/or submitting your booking form/health questionnaire, you are confirming that you have read, understood and accept all terms stated without reservation.

1. In Person Course Bookings
If for any serious medical reason or extenuating circumstances you or your child are not able to start your booked course on the commencement date Make, Create and Capture are happy to back-class you to the next available date subject to availability. If you wish to transfer to a different date for any other reason, up to 14 days before your course commences a £15 administration fee applies, within 14 days a £30 administration fee is charged. No refunds are provided for no shows or non-attendance of a course.
If you wish to cancel your course the following charges apply. Up to 28 days before commencement of your course a £25 administration fee is due, within 28 to 14 days a £50 charge is applicable. Within 14 days no refund is due. Any extenuating circumstances will be considered on a case by case basis.
If you begin a course and cannot complete the full number of sessions or weeks then Make, create and Capture are unfortunately not able to offer any refund of course fees as we are then of course unable to fill that space. No refund is due for missed sessions including holidays, sickness or self isolation measures. On rare occasions it may be necessary for us to reschedule a class due to matters beyond our control including but not limited to adverse weather conditions, staff sickness etc. If this is necessary we reserve the right to move the affected session(s) to our virtual classroom or to reschedule the class on an alternative date ensuring all lesson subjects are covered and course completed.
Courses and events run on minimum numbers and although rare, as a small business trying to remain viable in extremely difficult times, we do reserve the right to postpone or cancel any such unviable events, offer alternative dates or cancel the course. In this instance of cancellation, any refunds to you will be made within 28 days of written request.

1.1 Parents' conduct
Parent participation is required for our classes for under 7s. Classes work best when your child has your support when needed, including cutting with scissors in projects but also left to make their one creative decisions. Please switch your mobile phone off where possible. Children can be easily distracted.

2. One-off classes & Workshops
One-off workshops and sessions such as, but not exclusive to, holiday clubs, one off workshops etc may be cancelled up to 28 days before subject to a £10 charge. Within 28-14 days a £15 charge applies, within 14 days no refund is due. Subject to availability we may be able to offer you a transfer to an alternative date but this is not guaranteed and we reserve the right to apply a £10 administrative fee. No refund or transfer is due for missed or unattended sessions. Any extenuating circumstances are considered on a case by case basis.

3. Home education courses & Private Tuition
Home education workshops and sessions such as, but not exclusive to, Private sessions, home education one off course and block bookings, may be cancelled up to 28 days before subject to a £10 charge. Within 28-14 days a £15 charge applies, within 14 days no refund is due. Subject to availability we may be able to offer you a transfer to an alternative date but this is not guaranteed and we reserve the right to apply a £10 administrative fee. No refund or transfer is due for missed or unattended sessions. Any extenuating circumstances are considered on a case by case basis.
Caregivers are required to stay with children under 7 years throughout the duration of the class. Children over 8 years old can attend classes without a caregiver.
Caregivers are required to stay onsite during the class. There is space within the studio to wait, a cafe on site and shops.
3.1 Damage to studio equipment. The parent / caregiver will be responsible for any damage or loss to the Provider's (Lacie Cox Photography / Make, Create and Capture) equipment due to misuse by the student and in the case of theft or damage.
3.2 Behaviour. Abusive language and behaviour will not be tolerated, students will be asked to leave. Our decision is final.

4. Items Included With Courses

All materials for creative classes are provided. Aprons will be provided for children however we accept no responsibility for staining, marking etc to clothing. Informing us of any allergy will be the responsibility of the persons booking the classes or course.8.Clothing
4.1 Make, create and capture will do their best to ensure that your child's clothing is protected from the art materials used, however we accept no responsibility for and damage to your child's clothing or property before, during or after any our sessions.
4.2 Mobile phones and electronic devices are not encouraged, however if a child brings a phone or device into a workshop, we take no responsibility for any damage or loss incurred.

5. Allergies, Health & Injuries
5.1 It is your responsibility to provide complete, accurate and current health information for each child attending the course. Every effort will be made to observe the information provided but this cannot be guaranteed.
5.2 We accept children on the assumption that they are in good health and it is your responsibility to alert us to any medical complaint or history suffered by your child.

6. Toilet facilities
Toilet facilities are not available within the studio. There are public toilets within the centre. During parent & children classes it will be up to the caregiver to accompany their child to the toilet. Home education children without a caregiver present will be asked to use the facilities before entering the studio. Each workshop is max two hours, for home education students. Parents and caregivers have a space they can wait for their children so can be called if needed.

7. General
Due to high demand, your place on a course is not confirmed or guaranteed until full payment is received. In fairness to clients booking online and making immediate payment, if you make a manual booking via invoice and payment is not received within 48 hours we reserve the right to release and re-sell the place without further notification to you.
Please ensure you read our privacy policy. We do not share your information with other parties.
Your child and their safety is your sole responsibility when attending classes at our studio. You are responsible for your personal belongings when you are attending our studio sessions. Please do not bring your child to an in person class if you suspect they are suffering from a high temperature, any contagious disease or infection or they have been in recent contact with another child who is. If you experience a break out of diarrhoea and vomiting in your household, please allow at least 48 hours of everyone being symptom free prior to attending any class. Please take your child with you if you need to leave the room.
Hot beverages may be provided in our sessions, for obvious safety reasons please do not remove any lids and ensure that you do not leave your drink unattended at any time. Squash and a biscuit snack will be available for our preschool sessions. Any allergies are up to the caregiver to report and monitor.
Administrative changes take considerable time and incurs expense particularly when spaces have to be re-advertised and fully booked courses fully relaunched. Where possible we always fill spaces from our waitlists but we need time to do this, so please do help us minimise charges by giving us as much notice as possible of any changes.