



## TERMS & CONDITIONS: CLASSES

These terms apply to all taster classes, longer courses and private sessions.

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### CLASS ATTENDANCE & NON-ATTENDANCE

- If you do not attend or arrive late, it is not possible to provide alternative studio time or reschedule the class. Classes run at fixed times to cover the cost of tuition.
  - We operate at full capacity, so it is not possible to swap classes or use the studio outside the allotted class time to catch up.
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### REFUND POLICY

- **20 days or more before the start date:** Full refund minus **£5 booking fee**
  - **Between 20 and 10 days before the start date:** 50% refund minus **£5 booking fee**
  - **9 days or fewer before the start date:** **No refund**
  - Once a course or session has started, **no refunds** are given.
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### TRANSFERS

- While bookings are fixed with less than 20 days' notice (as outlined in the refund policy above), you may transfer your place to a friend or family member before the course start date if you are unable to attend.
- You must inform us of the replacement participant's **name and email address**.
- Once a course has started, bookings **cannot be transferred**.
- Course blocks cannot be shared between people.

One-Off Taster Sessions only: **With 10 days or more notice**, we can transfer your booking to an alternative taster session date. **9 days or fewer before the session date:** The booking becomes fixed and **only a name transfer** will be possible.

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### PAYMENT

- Bookings are made through **Bookwhen**.
  - If you prefer not to use this platform, we can provide bank transfer details or accept cash.
  - All prices on our website include **VAT and booking fees**.
  - It is possible to spread payments out over time with Klarna.
  - For any payment questions, please email [info@thekilnrooms.com](mailto:info@thekilnrooms.com).
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## ADDITIONAL MATERIALS, GLAZE & FIRING COSTS

Taster Sessions, 5-Week Taster Courses, private sessions: All material costs are included in the fees, so there are **no additional charges**.

### 8-12 WEEK COURSES

- Materials are charged in addition to class fees:
    - White stoneware clay: **£2.50 per 500g of fired pot** (approx. £1 for a teacup)
    - Porcelain / crank / vulcan clays: **£10 per 1kg of fired pot**
  - Pots must be paid for on collection.
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### COLLECTING WORK

We cannot guarantee work will survive firing. Any work damaged during firing is not the responsibility of The Kiln Rooms. Any work remaining after the cut-off time will be cleared due to limited storage space, unless a request is made in advance to extend this.

### TASTER SESSIONS / 5-WEEK TASTER COURSES / PRIVATE HIRES:

You will receive an email when your work is ready for collection:

- Usually **3–4 weeks** after a taster session or private hire
- **2–3 weeks** after the final class of a 5-week course
- From the date of that email, you have **21 days to collect your work**. This may be extended by up to **2 weeks** if requested in advance or by arranging a specific collection date.
- 5 x week taster course: if you cannot attend the final (glazing) week, your work will be glazed in transparent glaze for you.

### 8-12 WEEK COURSES

- Work must be collected within **21 days after the final session**. You can either make arrangements with your teacher or liaise with the booking team.
  - We estimate **2–3 weeks** for firing, but aim to turn work around within **5–10 days** where possible.
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### FIRING DELAYS (HEATWAVES)

During summer heatwaves, firings may be reduced or staggered to keep studios safe and comfortable. At these times, work may take longer than usual to be fired. Any delays will be communicated by email.

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### 8-12 WEEK COURSE RENEWAL

At the half-way point of a course, participants will be asked if they wish to continue for the next block. Priority booking will be given for the following course.

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### DISABILITIES

If you have a disability, please inform us before your first class. We can accommodate many disabilities, but advance notice allows us to prepare properly to support you and some of our studios are better than others at meeting specific needs.

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## HEALTH & SAFETY

All participants must respect health and safety rules, signage, staff, and other people on courses.

- The Kiln Rooms cannot be held responsible for injuries caused by misuse of the studio or equipment.
  - Classes are for **18+ only**.
  - Please familiarise yourself with the evacuation procedure.
  - If you are unsure about any safety matter, ask your teacher or a member of staff.
  - We are not responsible for damage to work or for belongings or money that are lost or stolen.
  - We reserve the right to suspend or remove anyone from a course if these rules are not respected.
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