

TERMS & CONDITIONS:

The Kiln Rooms beginners / intermediate courses

Non-attendance:

In the event of non-attendance or arriving late it is not possible to provide alternative studio time, or for a class to be rescheduled. Classes are at fixed times to cover the cost of tuition. We run at full capacity so it is not possible to swap classes or use the studio outside of the allotted class times to 'catch up'. Courses are transferable before the start date – please let us know who will be taking your space and their email address.

Refunds:

We provide NO refunds 9 days before the start date of the course. Once the course begins there are no refunds. 20 days or more before the start date of a course we can provide a full refund (minus a £5 booking fee). Between 20 and 10 days prior to the start of a course we can refund 50% of the total fees paid (minus a £5 booking fee).

Clay / glaze / firing costs:

In addition to class fees materials will be charged at £2.50 per 500g of fired pot (e.g. about £1 for a teacup). Pots should be paid for on collection.

Collecting work

Work made must be taken within 21 days after the final session. Please make arrangements with your teacher. Any unfinished work at the end of the block may be thrown out, unless a request is made to keep it. *Any work damaged during the firing process is not the responsibility of The Kiln Rooms and any work remaining in the studio after the above cut off times will be thrown out*

12 week courses renewal:

Around 6 weeks through a course everyone enrolled will be asked if they would like to continue once that block comes to an end and will have priority booking on the following course.

Disabilities

If you have a disability please let us know before you arrive to the first class. We can accommodate pretty much any disability but it's always good to know in advance so that we can be fully prepared.

Health & Safety

It is important that everyone respects all Health & Safety regulations, signage, Kiln Rooms staff / members and local residents. Main points

- The Kiln Rooms cannot be held responsible for any injuries caused through the misuse of the studio or equipment
- Classes are for over 18s only
- Please familiarise yourself with our evacuation procedure
- If you are unsure of anything regarding Health & Safety please ask your teacher or a member of staff
- The Kiln Rooms are not responsible for any damage caused to work and are not responsible for any work, belongings or money going missing or getting stolen.

We reserve the right to suspend or cancel any person from a course if any of the above points are not respected.