

TERMS & CONDITIONS:

Taster sessions and 5 x week taster 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'. Classes 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 or session. Once the course begins there are no refunds. 20 days or more before the start date of a course or session we can provide a full refund (minus a £5 booking fee). Between 20 and 10 days prior to the start of a course or session we will refund 50% of the total fees paid (minus a £5 booking fee).

Clay / glaze / firing costs:

All materials costs are part of the fees, therefore there will be no additional costs.

Collecting work:

You will receive an email informing you when the work is ready for collection (generally 3 weeks after a taster session and 10 days after a taster course) From the date of this email you will have 18 days to collect your work. We cannot guarantee that work won't be damaged in the kiln or not survive a firing. Any work remaining in the studio after the above cut off times may be thrown out.

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