

## LOVE ART AND CRAFT

### TERMS AND CONDITIONS FOR CLASSES

These Terms and Conditions apply to all Love Art and Craft Education after-school art classes, workshops and courses. By making a booking for one of our classes, you agree to the terms and conditions set out in this document.

#### **Bookings, Payment and Attendance**

Bookings can only be made online through our booking site <http://www.bookwhen.com/loveartandcraft> and it is the parents/guardians responsibility to ensure all information provided on the bookings page is correct. This must include a current email address, emergency contact phone number for the parent/guardian and detailed information on any allergies, medical conditions and special educational needs of the person attending the after school class or workshop.

Full payment is required at the time of booking. Payments taken via the booking site are processed via a PayPal account and include additional booking fees. Alternatively, payment can be made via bank transfer. Bank details are provided in the booking confirmation email.

Please make payment within 24 hours of booking. Places are only secure upon receipt of full payment and completed booking form. You will receive confirmation via email.

If a particular after school class or workshop becomes fully booked customers will have the option to contact us directly to be placed on a waiting list. The waiting list is for that specific class or workshop only as per the dates on the website booking page, it is not a reservation for a subsequent after school class or workshop.

Places are strictly allocated on a first come, first served basis and no places are given any priority or reserved in advance.

Bookings will typically open on the booking site [www.bookwhen.com/loveartandcraft](http://www.bookwhen.com/loveartandcraft) two weeks prior to the start of the first session and this date will be communicated to parents/guardians through either schools parentmail, newsletters or our social media platforms.

No persons will be allowed to attend any Love Art and Craft after school art classes or workshops without a completed and accurate booking form.

#### **Collections from after school classes and workshops**

It is the parent/guardians responsibility to collect their child from the after school art class on time. If the parent/guardian wishes for their child to be collected by someone else then it is their responsibility to inform Love Art and Craft either by email through the website or by phone or text. The number is displayed at the bottom of the website.

If the person responsible for collecting the child from the after school art class or workshop is persistently late then Love Art and Craft have the sole discretion to refuse to allow the child to continue at the after school class or workshop. In these cases no refunds will be issued by Love Art and Craft.

## **Cancellations and Refunds**

After a booking and payment has been made online the customer has a cooling off period of 14 working days to make a cancellation if they so wish in accordance with Consumer Protection (Distance Selling) Regulations 2000. To cancel a booking customers must email [nancy@loveartandcraft.co.uk](mailto:nancy@loveartandcraft.co.uk) or use the contact form on the website. A full refund will be provided if the request is made within 14 days of the initial booking. If a cancellation is made after 14 days but before the first session of the online class then refunds will be considered on an individual basis.

If for any reason a session is cancelled by Love Art and Craft, for example due to tutor illness, then a refund for that session will be issued.

If a session is cancelled due to unscheduled school closures, for example in poor weather conditions, or the school decide to cancel a session after bookings have been taken, then a refund will not be issued.

## **Behaviour Expectations**

Our aim is to create a positive environment for every child to enjoy and get the best out of our clubs, classes and workshops. Love Art and Craft teachers encourage this by modelling correct behaviour and setting clear boundaries with a focus on appropriate and respectful behaviour. Love Art and Craft reserves the right to exclude a child if their behaviour is consistently disruptive, dangerous or incompatible with the general enjoyment of others. Prior to exclusion any problems will be discussed with the parent/guardian to attempt to resolve the difficulties amicably.

## **Inclusion**

We recognise that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the class environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

Parents/guardians should advise us at the time of booking of your child's name, contact details and any requirements, needs or personal circumstances that you reasonably consider may affect the child during the class including special dietary requirements, illness, disabilities, SEND, or any social behavioural problems.

## **Clothing**

Love Art and Craft teachers 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 before, during or after any our sessions.

## **Concerns or complaints**

Any concerns or issues regarding any services provided by Love Art and Craft should be directed to Nancy Cawte and emailed to [nancy@loveartandcraft.co.uk](mailto:nancy@loveartandcraft.co.uk) or by phone on 07967 332068. These Terms and Conditions apply to all Love Art and Craft Education classes, workshops and courses. By

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Last updated January 2024