

## Terms and conditions



### Workshops and masterclasses

By booking and making payment for a workshop and masterclasses, you agree to accept the terms and conditions outlined below:

#### What is included:

All materials and equipment, enough clay to make one item, decorating materials, guidance for two hours, firing of the item. If the workshop is held in another venue they will be returned to the place where the workshop took place. Coffees, teas, juice, water and biscuits are available.

#### What is not included:

The fee does not include any tools or equipment to take home. It does not include delivery of makes to individuals. The makes will not be able to be taken home on the day due to firing. Please see the collection policy below.

### Collection

Participants will be notified by email when their work is ready to collect. There will also be notification on social media. Please check your spam folders! Work will be ready usually within 3/ 4 weeks of the event. On occasion, this may take longer

depending on firing schedules and drying times.

Participants must collect their items from The Clay place within 3 weeks of the participant being notified by email. If the date exceeds the 3 weeks and a prior arrangement has not been made by sending an email to [rebeccanorrisdesigns@gmail.com](mailto:rebeccanorrisdesigns@gmail.com) the items will be destroyed due to lack of storage.

If the workshop or event has been held at another venue other than The Clay Place, the items will be delivered within 4 weeks of the event.

Postage can be arranged at the cost of the participant. Although all care is taken in packaging items accordingly, I am not liable for any breakages that may occur in transit.

### **Health and safety**

Please wear clothes which you do not mind getting dirty, an apron can be provided if the participant emails in advance. Some tools can be sharp so please be careful when using the tools provided. I am not liable for any injuries. Gloves can be provided if the participant feels they need them.

Allergic reactions and skin irritations to clay are rare but if this does happen within the workshop a refund would be given. No refund will be given if reactions happen after the workshop. The Clay Place holds insurance for these events.

Please note that your hands can become dry after using clay so please use handcream after events to support hand rehydration.

### Age requirements

Workshops are open to all adults. Enthusiastic teenagers can also attend on agreement before booking. Unfortunately we can not allow children under 15 to attend workshops due to insurance.

### Photos and copyright

Photos may be taken during the workshop which will be used for publicity, including on social media. If you do not wish for your photo to be taken or used for this purpose, please let your workshop leader know at the start of the workshop.

### Additional needs and requirements

Please do let me know in advance if you have any disabilities or other requirements that would support you to access the workshop. Please email [rebeccanorrisdesigns@gmail.com](mailto:rebeccanorrisdesigns@gmail.com)

### Booking and payment

Full payment is required at the time of booking. You will receive an email confirmation after booking. All bookings go through the website. You can email at any time to discuss any questions or queries you have.

### Cancellations and refunds

Cancellations refunds will be considered and will be decided on using the below:

- 100% of workshop cost will be refunded if cancelling 2 weeks prior to the workshop
- No refund will be given if cancelling within 2 week of the workshop being held
- If the participant does not wish to continue the workshop after the start time, there will be no refund given
- Participants must email [rebeccanorrisdesigns@gmail.com](mailto:rebeccanorrisdesigns@gmail.com) as soon as possible if they wish to cancel.
- Refunds may take up to 30 days to process.

## Swaps

If a participant wishes to transfer the ticket into another participants name there will be no costs.

## Cancellation of an event by The Clay Place

If The Clay Place cancels an event due to unforeseen circumstances or low numbers a full refund will be given on all ticket purchases. Money will be returned via the method of original payment. Please note this can take up to 30 days to come back to you. The Clay Place is not liable for any losses due to cancellation.

## Breakages and taking care of your items

All care and precautions are taken to ensure that your work stays intact however, due to the nature of ceramics, items may be damaged during the glazing and firing process. Colours of paint can vary with different application techniques and during the firing process as such The Clay Place can't guarantee the finished colour of the item. If your item comes out of the firing broken or cracked then you will be offered 20 percent off your next booking of an event at The Clay Place. You may also notice a ring of unglazed area at the bottom of your item, this is something that must be done to make sure your item will not stick to the kiln.

## **Courses Terms and conditions**

By booking and making payment for a course, you agree to accept the terms and conditions outlined below:

### What is included:

All materials and equipment, 1.5 kg of clay per session, decorating materials, guidance for the full time of the course, firing of the item. If the workshop is held in another venue they will be returned to the

place where the course took place. Coffees, teas, juice, water and biscuits are available. You will be able to choose up to 6 items to decorate and fire (within the measurements of 11cm tall and 15cm wide).

#### What is not included:

The fee does not include any tools or equipment to take home. It does not include delivery of makes to individuals. Over the time of the course you will collect a number of makes which is great. The aim of the course is to learn the skills. You will be able to choose up to 6 items to decorate and fire (within the measurements of 11cm tall and 15cm wide). Anything else you would like to fire can be fired at an additional cost (please see prices on the Studio wall).

#### Collection

Participants will be notified by email when their work is ready to collect. There will also be a notification on social media. Please check your spam folders! Work will be ready usually within 3/ 4 weeks of the event. On occasion, this may take longer depending on firing schedules and drying times.

Participants must collect their items from The Clay Place within 3 weeks of the participant being notified by email. If the date exceeds the 3 weeks and a prior arrangement has not been made by sending an email to [rebeccanorrisdesigns@gmail.com](mailto:rebeccanorrisdesigns@gmail.com) the items will be destroyed due to lack of storage.

If the course has been held at another venue other than The Clay Place, the items will be delivered within 4 weeks of the event.

Postage can be arranged at the cost of the participant. Although all care is taken in packaging items accordingly, I am not liable for any breakages that may occur in transit.

## Health and safety

Please wear clothes which you do not mind getting dirty, please bring an apron with you if you have one. An apron can be provided if the participant emails in advance. Some tools can be sharp so please be careful when using the tools provided. I am not liable for any injuries. Gloves can be provided if the participant feels they need them.

Allergic reactions and skin irritations to clay are rare but if this does happen within the workshop a refund would be given. No refund will be given if reactions happen after the workshop. The Clay Place holds insurance for these events.

Please note that your hands can become dry after using clay so please use hand cream after events to support hand rehydration.

## Cleaning expectations

It is expected that you clean your area after use and leave it as you found it.

## Age requirements

Courses are open to all adults. Enthusiastic teenagers can also attend on agreement before booking. Unfortunately, we can not allow children under 15 to attend courses due to insurance.

## Photos and copyright

Photos may be taken during the workshop which will be used for publicity, including on social media. If you do not wish for your photo to be taken or used for this purpose, please let your trainer know at the start of the session.

## Additional needs and requirements

Please do let me know in advance if you have any disabilities or other requirements that would support you to access the sessions. Please email [rebeccanorrisdesigns@gmail.com](mailto:rebeccanorrisdesigns@gmail.com)

### Booking and payment

Full payment is required at the time of booking. You will receive an email confirmation after booking. All bookings go through the website. You can email at any time to discuss any questions or queries you have.

### Cancellations and refunds

Cancellations refunds will be considered and will be decided on using the below:

- 100% of the course cost will be refunded if cancelling 2 weeks prior to the start of the course
- No refund will be given if cancelling within 2 week of the course starting
- If the participant does not wish to continue the course after the start date, there will be no refund given
- Participants must email [rebeccanorrisdesigns@gmail.com](mailto:rebeccanorrisdesigns@gmail.com) as soon as possible if they wish to cancel.
- Refunds may take up to 30 days to process.

### Swaps

If a participant wishes to transfer the ticket into another participants name there will be no cost.

### Cancellation of a course by The Clay Place

If The Clay Place cancels a course due to unforeseen circumstances or low numbers a full refund will be given on all ticket purchases. Money will be returned via the method of original payment. Please note this can take up to 30 days to come back to you. The Clay Place is not liable for any losses

due to cancellation.

### Breakages and taking care of your items

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