



Pottery courses

Terms and Conditions

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

What is included:

All materials and equipment paint and clay will be provided each week for the duration of the course. Refreshments will also be provided. Firing of six pieces from the course.

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.

Collection of pots

Participants will be notified by email when their work is ready to collect. Please check your spam folders! Work will be ready usually within three weeks due to drying times. On occasion, this may take longer depending on firing schedules.

Participants must collect their pots from the arranged venue within two weeks of the participant being notified by email. If the date exceeds two weeks and a prior arrangement has not been made by sending an email to rebeccanorrisdesigns@gmail.com the pots will be disposed of due to lack of storage.

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 first session of the course a refund would be given. No refund will be given if reactions happen after the first week of the course. I do hold full insurance for these events.

Age requirements

Courses are open to all adults. Enthusiastic teenagers can also attend on agreement before booking.

Photos and copyright

Photos may be taken during the course which will be used for publicity, including on social media. If you do not agree to your photo being taken or used for this purpose, please let me know at the beginning of the course.

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 course. Please email rebeccanorrisdesigns@gmail.com

Booking

Full payment is required at the time of booking. You will receive an email confirmation and I will email you again nearer to the start date to finalise details. You can email me at any time to discuss any questions or queries you have.

Cancellations and Refunds

Please consider your booking carefully before you purchase.

- 100% of course costs will be refunded if cancelling 4 weeks prior to the start of the course
- 50% of course costs will be refunded if cancelling 2 weeks before the course starts
- 25% of course costs will be refunded if cancelling 1 week before the course starts
- No refund will be given if cancelling within 1 week of the course starting
- If the participant does not wish to continue the course after the start date they will not be eligible for a refund.
- Participants must email 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 course to another participant there will be no costs.

Non-attendance

Refunds will not be given to any bookings not attended without prior cancellation.

Cancellations by Rebecca Norris Designs

In the event that Rebecca Norris Designs cancels a course due to unforeseen circumstances, or lack of numbers, I will offer a full refund of payments already received.

I will give as much notice as possible and will notify you using the details given at the time of booking so please make sure they are correct.

On rare occasions, other tutors may be brought in to cover sessions. If this is the case you will be contacted. I am not liable for any losses due to cancelled sessions.

Taking care of your pots

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, I can't guarantee the finished colour. If your pot comes out of the firing broken then you will be offered a ball of clay to remake your pot at home, this can then be dropped off at a venue agreed with the participant and myself. The pot will then be fired (this could take up to 4 weeks) and ready for you to collect.

Personal information

Any personal information you give to us will be processed in accordance with EU GDPR. We will use the information to process your booking and to inform you about similar courses which we provide unless you tell us that you do not want to receive this information. To unsubscribe please email me at rebeccanorrisdesigns@gmail.com

If you have any questions about the terms and conditions please do not hesitate to get in contact.