

One to one wheel session Terms and Conditions



By booking a one to one wheel throwing session, you agree to accept our terms and conditions outlined below:

What's included in one to one sessions

All materials and equipment, three pots created by participants and chosen glazes will be provided. Tuition for two hours is provided.

What's not included

The fee does not include any tools or equipment to take home. It does not include delivery of the makes.

Collection of pots

Participants will be notified by email when their work is ready to collect. Work will be ready usually within four weeks. On occasion, this may take longer depending on firing schedules. Participants must collect their pots within 30 days of the participant being notified they are ready to collect. If the date exceeds the 30 days the pots will be destroyed due to lack of storage.

Postage can be arranged at the cost of the participant.

Health and safety

Please wear clothes which you do not mind getting dirty, an apron will be provided. Closed shoes should be worn for your safety. Any loose jewellery should be tucked into clothing or removed before the session. Long hair should be tied back for ease and safety. I am not liable for any damage or staining to clothes. 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 we would stop the session and a refund would be given. No refund will be given if reactions are after the session. Rebecca Norris holds insurance.

Age requirements

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

Additional needs and requirements

Please do let us know in advance if you have any disabilities or other requirements that would support you to access the session.

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 at any time to discuss any questions or queries you have.

Cancellations and Refunds

Please consider your booking carefully before you purchase.

- 100% of session costs will be refunded if cancelling 4 weeks prior to the start of the session
- 50% of session costs will be refunded if cancelling 2 weeks before the session starts
- 25% of session costs will be refunded if cancelling 1 week before the session starts
- No refund will be given if cancelling within 1 week of the session starting
- 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 session to another participant there will be no costs.

Cancellations by Rebecca Norris Designs

In the event that Rebecca Norris Designs cancels a session, due to unforeseen circumstances, I will offer a full refund of payment 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 occasion, other tutors may be brought in to cover sessions. If this is the case you will be contacted.

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 us at rebeccanorrisdesigns@gmail.com