

TERMS AND CONDITIONS

for Bell House Pottery courses



Age group: Unless stated otherwise all our current courses are for adults only. There are taster sessions available for 11–18-year-olds. Nothing is currently available for children under 11.

Taster Classes and one day workshops: if you cannot attend a Taster Class or a One Day Workshop due to illness of any kind, or for any other reason we cannot give you a refund. However:

- If you give more us eight or more days' notice, we can reschedule you for a different class on a different date.
- If you give seven days' notice or less, we cannot reschedule. There are no exceptions to this, so please do not ask or pressurise our staff.
- In the latter scenario where you give seven days' notice or less that you cannot attend, your booked place remains yours to transfer to a friend or family member to attend instead of you. In which case you will need to let us know who is coming in your place

Five-week or five-night courses: if you cannot attend a five-week or five-night course:

- if you give us 4 weeks' notice or more, we can refund your payment (although we cannot refund your booking fee). However we strongly prefer to reschedule rather than refund.
- If you give less than four weeks' notice, we cannot offer a refund, but we can reschedule for a different class if spaces are available.
- If you give seven days' notice or less, we cannot reschedule. There are no exceptions to this, so please do not ask or pressurise our staff.
- In the latter scenario, where you give seven days' notice or less that you cannot attend, your booked place remains yours to give to a friend or family member to attend instead of you. In which case you will need to let us know who is coming in your place
- NB We can only take one replacement student for the duration of a five-week or five-night course, not different people for different sessions, ie only one person can attend all or some of the sessions.

Missed sessions: If you cannot attend a session in your five-week or five-night course:

- We regret we cannot refund, replace or rearrange missed sessions. Please do not ask us to make exceptions.
- If you are going to miss a session, please let us know in advance (pottery@bellhouse.co.uk) that you won't be there.
- While we can't offer a refund or swaps for missed classes, your unfinished pots will be kept for you to finish during your next session.
- Should you miss the 'finishing' session (usually Week 4 in a five-week course), we will finish and fire the pots for you, so that they are ready for you to glaze them on your last session.
- Should you miss the 'glazing' session (usually Week 5), we will glaze your pots for you in our standard white glaze. This applies to both throwing and hand building classes.

Photography: We might want to take photographs of students and their work to use in future marketing material for the Pottery. Unless you tell us otherwise, by attending this course you are giving us permission to do this.