

SWANSPOOL CERAMICS TERMS & CONDITIONS OF BOOKING

1. **Payment Terms:** Published course/session fees are inclusive of VAT, and are payable at the time of booking. Course places cannot be reserved without full payment, however, you may cancel your place 30 days or more before the course date for a full refund less the applicable admin fee (see below).
2. **Travel & Accommodation Bookings:** You must ensure any travel or accommodation bookings are refundable in case of course cancellation. We will not be liable for any costs relating to non-refundable bookings.
3. **Photography Disclaimer:** Please note that photography and/or filming may take place during our courses, workshops and other events and this material may be used publicly in our marketing and on social media.
4. **Medical conditions:** If you have any medical conditions or if you have had any surgery within the six months prior to your course, PLEASE LET US KNOW BEFORE BOOKING YOUR SPACE.
5. **Refund policy:** different policies apply depending whether you are booking a weekly course, intensive weekend, masterclass, immersion week or one of our one-time sessions (taster, private-group session, party or workshop). Please see below for full details. NO REFUNDS CAN BE ISSUED FOR ANY COURSE/SESSION UNDER ANY CIRCUMSTANCES ONCE IT HAS COMMENCED. If you have any queries concerning whether a course is suitable for you, please contact us PRIOR to booking a space.
6. **Attendee-substitution:** Substitute attendees may be notified to us at any time. There is no charge for attendee-substitution provided there is no change of course date.

Refund policy: Weekly Courses, Intensive Weekends, Masterclasses and Immersion Weeks

7. **Course- or date-transfers:** Transfers are subject to place-availability and may be made free-of-charge up to 14 days prior to the original course/date booked. Within 14 days of the original course/date booked, transfers may be requested but can only be granted if we are able to fill your original space(s).
8. **Cancellations by you:**
 - o 30 days or more before the course date: Full refund less £24 (inc. VAT) admin fee
 - o 29-14 days before the course date: 50% refund* less £24 (inc. VAT) admin fee
 - o Less than 14 days before the course date: No refunds* In this case we would suggest you seek attendee-substitution.
9. **Cancellations by us:** It may be necessary, due to reasons beyond our control, for Swanspool Ceramics to cancel a course. In such cases, our liability is limited to a full refund of the course fee (see **3. Travel & Accommodation Bookings**)

Refund policy: Taster Sessions, Private Groups, Parties and Workshops

10. **Course- or date-transfers:** Transfers are subject to place/studio-availability and may be made free-of-charge up to 21 days prior to the original course/date booked. Within 21 days of the original course/date booked, transfers may be requested but can only be granted if we are able to fill your original space(s).
11. **Cancellations by you:**
 - o 30 days or more before the course date: Full refund minus £6 (inc. VAT) admin fee
 - o 29-14 days before the course date: 50% refund* less £6 (inc. VAT) admin fee
 - o Less than 14 days before the course date: No refunds*. In this case we would suggest you seek attendee- substitution.
12. **Cancellations by us:** It may be necessary, due to reasons beyond our control, for Swanspool Ceramics to cancel a course. In such cases, our liability is limited to a full refund of the course fee (see **3. Travel & Accommodation Bookings**)

Gift vouchers

13. Gift vouchers are valid for 1 year from the date of purchase. No refunds can be issued for unwanted/unused gift vouchers.
14. Once a booking has been made by redeeming a gift voucher with us any re-booking required will be subject to the following terms:
 - o 21 days or more before the booked course/session/date: Transfer to another course/session/date free of charge
 - o Within 21 days of the booked course/session/date: Transfer to another course/session/date ONLY if we are able to fill your space. If we are unable to fill your space, your voucher will be forfeited. In this case we would suggest you seek attendee- substitution.

**If we are able to fill your space(s), we will refund you in full minus the applicable admin fee*