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**Terms and Conditions**

**Courses**

* Classes are booked in blocks of 6 weeks and are non-transferable.
* Single classes cannot be booked, except for the workshops offered.
* If you cannot see a particular day or evening class available on the booking page, it may be because that class is full.
* We have a no refund policy once the course has started

**Minimum Number of Participants**

* The minimum number of participants for a class to is 3
* We reserve the right to cancel the class if not enough students are attending and two alternative start dates will be offered.
* We will not refund students that refuse the alternative dates provided, however a coupon for the same value will be issued.
* The coupon has three months validity.
* Classes that do not reach the required number of participants will be cancelled, and a full refund will be issued.

**Payment and bookings**

* Courses can be booked via the website in full at checkout.
* Payment in cash is NOT accepted.
* Payment on the start day will not be accepted, and your space may be offered to someone else if payment is not received a week prior to the start.

**GIFT Vouchers**

* Vouchers can be purchased are valid for **1 months from the date of purchase** but can be extended to a maximum of two months by contacting the tutor.
* Vouchers can be used on courses, taster days and workshops, **are non-refundable**.
* To purchase a voucher, please [contact](https://terramiauk.squarespace.com/contact) us and I will instruct you on payment and issue a personalized PDF.

**Taster Workshops**

* Please arrive at the time stated on your booking, bring an apron and a towel with yo
* Taster workshops must be booked atleast **2 weeks in advance**.
* The minimum number of participants for a Taster workshop is 3 for adults.
* Under 12 must be accompanied by an adult.
* We reserve the right to cancel the class if not enough students are attending, and an alternative date will be offered.

**Cancellation policy**

If you wish to cancel your course or workshop, we have a **no refund policy**, but a coupon for the same value can be issued in special circumstances. This can be used on courses and workshops, and it is valid for 3 months from the date of issue and can be transferable.

**Missing a class**

* We kindly ask that you commit to attend all scheduled dates of the course. Missing a class **is non-refundable, and classes cannot be brought forward into the next block**.
* All courses follow a structured curriculum, and missing a lesson may result in missing important steps of the ceramic process and/or techniques.
* Occasionally and whenever it is possible we can offer a catch-up lesson providing that there is space.
* It is your sole responsibility to make sure that you arrange a catch-up lesson with the tutor, and this must be within the block booked. **If you do not, you will lose the class you have missed.**
* If a class is cancelled by the teacher, two dates for a replacement class will be offered, depending on availability, if you cannot attend on any of the dates offered no refund will be offered.

**Firing charges:**

The firing charge is **£1 per 100g of glazed ceramics**, this covers costs of:

* expensive materials like glazes.
* time loading and unloading the kiln,
* checking that the pieces have been glazed correctly
* electrics for the two firing.
* **This applies to all classes,** **workshops and taster days.**

**TIMING:**

Working with ceramics is a lengthy and complex process, time for drying and firing must be respected if you wish a good result. Generally your piece will be ready to collect within 4 to 6 weeks as there are many factors to consider:

* the complexity and size of your projects
* the thickness of your pieces
* the workload of the studio

**Work collection.**

On the last session your work should be ready for you to apply the glaze, pots will be fired and **ready to collect within 4 to 6 weeks from the start of your course or date of your taster workshop**, depending on the workload and size of your work.

When your work is ready to collect an email will be sent, **please pay for the firing before collection by card or cash** and collect promptly by arranging a suitable time via email or [text](https://terramiauk.squarespace.com/07801425974)

**Uncollected work**

Uncollected work will be disposed of one week after receipt of the collection email, if no contact has been made to arrange a collection.**Once your work is fired you are still liable for the firing costs, you will be sent an invoice to be paid within 5 working days.**

**Please read and sign**

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| * I understand that if not enough students are enrolled onto a class, the tutor will offer me an alternative day/evening or a coupon.
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| * I understand that spaces are not transferable.
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| * I agree that once I book my course, workshop, or taster, I cannot request a refund.
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| * I acknowledge that by booking, I am committed to attending all scheduled dates of the course. I
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| * understand that if I miss a lesson, I cannot request a refund or coupon.
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| * I acknowledge that beginner courses follow a structured curriculum, and missing a lesson may result in missing important steps of the ceramic process and/or techniques.
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| * I understand that there is an additional charge of £1.00 per 100g of finished work to cover firing and glazing, which must be paid before collection via card, cash, or bank transfer.
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| * I acknowledge that once my work is fired, it cannot be recycled, and I am responsible for collecting and covering the cost of firing.
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| * I understand that if I purchase a voucher, it will expire after 1 calendar month (it can be extended on request by contacting the tutor on receipt).
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| * I understand that it will take between 4 to 6 weeks for my work to be ready for collection, and I will be contacted by the I understand that my work is my responsibility, and I must follow the instructions of the tutor. The tutor is not responsible for the outcome of my pieces, and occasional issues may occur during the kiln process.
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I acknowledge that once contacted by the tutor, I must make arrangements to collect my work within 7 days. Failure to do so may result in disposal or repurposing of my work, and I am still liable for the cost of firing.

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