

# GRAYS STONE CARVING STUDIO

## Terms & Conditions for Courses

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### **Disclaimer**

We have made every effort to ensure our website is accurate and up to date, but we reserve the right to update or change any information regarding scheduling, fees, tutors and content at any time. Students who have already paid in full for a course will not be subject to any such price increase. All of the content on the website is owned by or licensed to Gray's Stone Carving Studio unless otherwise specified. Grays Stone Carving Studio reserve the right to use any images taken of work for publicity, as a general rule permission will be asked and if people or clients do not wish their images to be used this will be respected. In respect of your privacy Gray's Stone Carving Studio will not make any of your information available to third parties unless legally required to do so.

Please note that Gray's Stone Carving Studio cannot be held responsible for the content of external internet sites which may be reached by links from this website.

### **Your Course Fee**

Your course fee covers tuition. Please note that materials for the course are not included in the fee, unless otherwise stated. The approximate cost of materials is given in the detailed information provided for each course on our website, and is also available from us by phone.

Payment can be made online, by cash, cheque, paypal or bank transfer. Cheques must be made payable to Gray's Stone Carving Studio. Please use your name as a reference when using electronic forms of payment. All payments must be made in pounds sterling.

### **Application and Registration**

Places are given on a 'first come first served' basis. We require a minimum of 4 people and a maximum of 10 people to attend per class for the course to run. Applications for regular courses are open to everyone over 18 years of age. Specific courses may have a different age requirements.

### **Fourteen-Day Cooling-Off Period**

A fourteen-day cooling-off period applies to all bookings. If you cancel your booking within the cooling-off period you will be entitled to a full refund, pursuant to the Consumer Protection Regulations. For bookings made by telephone or via our website, the first of these fourteen days is the day on which the booking is made. For bookings made by post, the cooling-off period begins two days after you send your application form to us and ends upon the expiry of the following fourteen-day period. If you make a booking on a date which is less than fourteen days before the date of the course in question, you agree that the course can be provided before the end of the cooling-off period and that your right to cancel will cease upon the commencement of the course. We must receive notification of your wish to cancel within the cooling-off period in writing, either by post, by hand or by email.

### **Gift Vouchers**

Gift vouchers cannot be exchanged for cash and no change can be given. No refund will be given for unused valid gift vouchers or those that have expired.

Please note that our gift vouchers are fully transferrable – you can pass them on to anyone.

### **Change of Course Content or Tutor**

Every effort will be made by us to run courses as advertised. However, there may be occasions when we have to change the course detail and/or tutors. If this should happen, we reserve the right to make these changes; no reductions or refunds are available and our cancellation policy applies.

## **Food & Drink**

During all courses a complimentary range of teas, coffee and biscuits are available.

For our all-day courses, a light lunch will also be provided. Please let us know if you have any dietary needs when booking.

## **Studio Etiquette**

Tools are provided for use during lessons, students are responsible for returning all equipment to allocated places.

Students are responsible for keeping their own workstations tidy.

Any work left in the studio after the end of a term will be destroyed or re-used, unless prior arrangement is made regarding storage.

Personal property is not to be left on the premises. Gray's Stone Carving Studio will not be held responsible for damage to or loss of students' equipment or property.

## **Health and Safety**

The tutor instructs students in health and safety issues relevant to the course. Students may work unsupervised on agreed projects once they have satisfied the tutor as to their competence. There may be restrictions on the equipment available to students.

Appropriate Personal Protection Equipment, apart from footwear, is provided. Students should bring wear their own sturdy or preferably steel toe capped footwear. Ensure that you wear old clothing, as you may well get messy/dusty! Smoking/e-cigarettes and the use of fixative spray are not allowed in the studio.

## **Ad Hoc Classes**

Ad hoc/pay as you go classes can be arranged by prior agreement and at the discretion of Gray's Stone Carving Studio, and can only be booked onto once full-time student bookings have been completed. Students who have booked for the whole course have priority.

## **Cancellation Policy**

Our cancellation policy is designed to give customers the freedom to change a course booking without penalty when enough notice is given, but we have some conditions around short notice cancellations which have an impact on other customers and our business. Please familiarise yourself with our terms of cancellation below.

**In the interests of fairness, this policy applies equally to all students, regardless of circumstances. No exceptions will be made.**

## **Transfers**

You can transfer your place on a course to a friend by notifying Gray's Stone Carving Studio up to four weeks before the course starts, provided that you have not cancelled your booking beforehand.

You can transfer to a course of your choice to the same value, in the current calendar year, subject to availability, up to four weeks before the start of the course for which you originally booked. There will be no charge for administering the change, but the balance of any course, that costs more would need to be paid to make the transfer valid. If the course costs less, this money will be returned or kept on account.

Please note that if you try and transfer less than four weeks before the start of a course, our cancellation policy applies.

## **Cancellation by Gray's Stone Carving Studio**

Occasionally we may need to cancel a course due to low enrolment. We will give you at least two weeks' notice. If your course is cancelled you can transfer to another course, subject to availability, at no extra charge. Alternatively, we will refund your course fee in full.

If we need to cancel a course for any other reason, you will receive a full refund of your fee and be given as much notice as possible in the circumstances. If you paid for the course using gift vouchers, these will be made valid for a further 12 months.

In the event of cancellation, we will not reimburse for materials bought or travel or accommodation arrangements made.

**Cancellation by Student**

- If you have to cancel your booking, please let us know as soon as possible. Your booking will be considered cancelled from the time at which you inform us of your wish to cancel.
- If, for any reason, you cancel your booking more than four weeks before the start of the course, 75% of the course fee will be refunded.
- No refunds can be made to those who cancel, **for whatever reason**, within four weeks of the start of the course.
- No reductions or refunds are available to students arriving late or leaving their course early.

**NON-ATTENDANCE**

Non-attendance of classes due to illness, or for personal or professional reasons does not provide the right to refunds, extra tuition or transferral to another class. However, in such an event we shall consider all the circumstances and take such action that we consider fair and reasonable, subject to availability.

**CLASS POSTPONEMENT**

In the event of staff illness, we will attempt to find a substitute tutor. If this is not possible, the class will be postponed and every effort will be made to contact you. The class will be rescheduled to suit the majority of course participants. Alternatively, the missed hours may be added to the remaining course classes. Occasionally due to adverse weather conditions or unforeseen incidents, which sometimes affect the valley, courses may have to be postponed at very short notice. We apologise for this inconvenience, and urge you to ring us if you have any concern.

**STUDENT CONDUCT**

Course participants are expected to conduct themselves in a professional manner, and to recognise that other course participants also require support and assistance. If a participant becomes persistently disruptive, we reserve the right to offer a verbal warning, and if this does not resolve the situation, the participant may be asked to leave the course.

**UP-TO-DATE INFORMATION**

Our website is the source of the most up-to-date information concerning dates and content. Applicants are advised to check details on the website to avoid disappointment or confusion.