

TERMS & CONDITIONS OF BOOKING

By booking a course; purchasing a voucher; hiring private tuition or facilities; booking us for an event (public or private) or buying goods from us, you will be entering into a legal contract with The Glass Hub Ltd. The following represents the terms and conditions that you must agree to when booking a service with The Glass Hub, Stowford Manor Farm, Wiltshire.

- 1. Course or Hire Enrolment/Allocation:** Places on courses and events are limited so allocation will be made on a first-come basis and bookings are confirmed by payment in full. In the event of overbooking you will be notified as soon as possible and a full refund or offer of transfer of services will be made.
- 2. Confirmation of Booking:** You will receive confirmation of your booking on receipt of your course fee by email. Pre-course/event information will usually be sent by email in advance including information on anything that you may need to bring.
- 3. Cancellation or changes by you:** By booking and paying for your course or hire session you agree to attend on the days specified. If you cancel your place on a course or event more than 6 weeks prior to the course you will be refunded 75% of your fee. If you cancel less than six weeks before the course date no part of the fee will be refunded (this includes any instalments or partial payments towards the cancelled course). All cancellations must be made in writing (email is acceptable).
- 4. Cancellation by us:** We reserve the right to cancel a course, hire session or event for any reason. In this event you will be advised of vacancies or alternative dates. If you do not wish to book on an alternative date – repayment will be made in full.
- 5. Cancellation Insurance:** We strongly advise you to arrange course cancellation insurance to cover unforeseen events such as illness, unfavourable weather, or the cancellation of a course by us and for which travel and accommodation costs have been incurred. UK residents are advised to contact **CANCELSURE on 0845 071 3929** or visit their website at <http://www.cancelsure-insurance.co.uk>. Cancelsure specialises in insurance which can cover the cancellation of courses by either students or The Glass Hub. For travel or accommodation expenses, a separate policy can be taken out with their sister company Hotelsure <http://www.hotelsure-insurance.co.uk>. Insurance is particularly important during the winter months when the likelihood of unfavourable weather and associated travel disruption is higher. Non-UK residents are advised to contact their local insurance broker or issuer to apply for cover with regards to VISA application in addition to the recommended cover options above.
- 6. Transfers:** If you would like to transfer to a different course or date then we may be able to accommodate you, subject to availability and so long as the request is made no less than six

weeks before the course is due to start. Important: Within 6 weeks of the course start date, The Glass Hub will only offer students a transfer to another course in exceptional* circumstances or if the place can be re-sold to another student. A £20 administrative fee will be charged (per person per place) for ALL transfers. The replacement course should be of the same or higher value. If the replacement course fee is lower and we have resold their original place then the difference will be refunded. If the replacement course(s) is of a higher value then the difference is payable. Course places may be passed on to another person(s) by the booked attendee(s). In this instance, we would ask that you inform us of the change of attendee (name and contact) and no transfer fee will be incurred. An example might be if a person is unable to attend and they pass on or resell the course place to a family member or friend.

7. **Location:** Unless otherwise stated, all courses are based at The Glass Hub, Stowford Manor Farm, Wingfield, Wiltshire BA14 9LH.
8. **Accommodation:** Please remember that board and lodging is not included in the course fee. Please refer to our accommodation list for details. We cannot accept any liability for accommodation bookings.
9. **Postage:** Due to the cooling down processes involved with glassmaking it will not be possible for students to take work home at the end of the day (if made on the same day). Work may be collected at a later time or alternatively, we can package and post work to the provided address for a fee (varies according to course or number/weight of glass pieces).
10. **Copyright:** All courses are the intellectual property of the artist/tutors and The Glass Hub. No part of the course may be copied or reproduced.
11. **Vouchers:** Gift vouchers are available for all of our courses. Please be aware that if you purchase an open voucher (one with no date) this operates as a monetary voucher even although the voucher you present may not have a monetary value displayed. Our course fees go up for a variety of reasons and should our course fees increase before the voucher is redeemed an additional fee may be payable. Course cost increases will not affect gift vouchers for courses with a specific date - in this instance no additional course fee would be payable. Once a voucher has been redeemed towards a course, or the date has been requested and confirmed (by online booking, phone, email or post) our usual course booking terms apply, including transfer fees.
12. **Personal Data:** We will collect, process and hold your personal data according to our privacy policy and in adherence to the General Data Protection Regulations effective from 25th May 2018. Our privacy policy is available on our website home page.
13. **Use of images:** We sometimes take photographs during courses, studio hire sessions and events and we may publish these images for the purposes of marketing in print or electronically on the internet. By accepting these terms and conditions you will be accepting that your image may be used for the purposes outlined above. You have the right to withdraw consent for the use of your image and to have occurrences in electronic media or published material be removed or destroyed where possible. If you would like to have instances of your image removed from publicity then please send us written instruction by email or printed letter. In the case of children (under 18) we must obtain separate written consent from a parent or guardian to publish their image.

FURTHER INFORMATION

Materials: Most courses are inclusive of basic materials. Students may buy additional specialist materials from us.

Class Size: Class sizes are kept to a minimum, usually between 7 - 10 people according to individual courses, for maximum benefit to students, so please book early to avoid disappointment. Glassblowing has a 4:1 student to tutor ratio.

Complaints: If you are unhappy about any of our services then please send us details in writing by email info@theglasshub.co.uk or by post to our company address: The Glass Hub, Stowford Manor Farm, Wingfield, Wiltshire BA14 9LH. Please outline your reasons and if relevant, the name and date of the course or event that you attended.

These new terms and conditions replaced our previous terms on 15th May 2018 along with our new privacy policy in accordance with new General Data Protection Regulations effective from 25th May 2018. Our previous Terms are still available should you have booked prior to this date

Please contact us if you have any queries 01225 768888 or email: info@theglasshub.co.uk

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*What constitutes 'exceptional circumstance' in this instance is entirely at our discretion, but can include unexpected illness, accident, injuries, bereavement and travel disruptions.