

## About Refunds

We do understand that sometimes things happen that mean that you might have to cancel a booking at the pottery. We want to do everything we can to help and be fair in that circumstance.

However, without enough notice we will not be able to re-sell your place in the class or course. We may have spent time preparing for your attendance and sorting out materials for you to use.

So... we will give a full refund if you can give us enough notice. We would prefer more than a week so we can try to re-sell your place but we will give full refunds with at least three day's notice ie if you have booked Thursday at 7pm we need to know you are cancelling before Monday at 7pm. In this circumstance you can choose to have your money back or a credit note to use in subsequent sessions. If you give less than three days notice we will TRY to re-sell your place and we will give your payment back in full if we are able to fill your place, otherwise up to the day before the course we will refund half the cost of the course in the form of a credit note to use at the pottery.

This does not apply to courses that require the same person's attendance at more than one session (such as Clay Club). Individual sessions for these courses cannot be refunded. Clay Club or any other courses that require attendance at more than one session can only be refunded with three days notice of the *first* session of the course.

## Other Terms and Conditions

1. All sessions must be booked and paid for in advance. If you let us know that you are going to pay on the day of your booking please commit to attending the course. We will ask for payment at the beginning of the session.

2. It is highly unlikely we can accommodate you if you "drop-in" as most of our activities require preparation before the session

3. If you have been given a free session as a result of a block booking (eg Craft and Chatter offers a sixth free session when five are booked) please note that if you cancel one of your paid-for sessions you are therefore disqualified from getting the sixth free session. In this case cancelling with three day's notice and re-booking another session will re-instate the availability of the free session.

4. Our offers, money-off vouchers, and gift vouchers cannot be swapped for cash. Only one offer/voucher can be used for each session booked. If you have a gift voucher we will give you change in the form of another voucher so you don't have to spend it all at once.

## If we make a mistake

Reputation can make or break a small business so if there is something you are unhappy about please tell us. We will genuinely want to put anything right that we can.

Occasionally things break in the kiln, and if something you made gets broken we will be truly sorry. Whether or not it was our fault we will give you the chance to make another. Please note we will not fire anything that is likely to cause damage to the kiln but sometimes things happen unexpectedly.

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