



## Craftworx Jewellery Workshops Terms & Conditions

### **1. General Introduction:**

1.1. These terms & conditions cover all courses run by Craftworx including workshops, certification courses, master classes, 1-2-1 sessions, online distance learning courses or any other type of learning event, whether at the Craftworx studio or any other venue.

1.2. By booking on to any of our courses you agree to abide by these terms and conditions.

1.3. Craftworx reserves the rights to vary course content and these terms and conditions at any time.

1.4. These terms & conditions also refer to products purchased from Craftworx.

### **2. Application requirements:**

2.1. Students must be 18 years or older in order to attend our courses with the exception of the 'Introduction to Silver Clay Beginners Courses' where students must be a minimum of 16 years old.

### **3. Skill Levels:**

3.1. Please call us on 07961 883115 prior to booking on to a course if you are in doubt about the skill level required. Craftworx relies on students being able to self-assess their own skill level and are happy to assist with this but cannot be held liable if a student books a course much higher or lower than their actual skill level.

### **4. What's included:**

4.1. Where stated all materials, tools and equipment are provided for all courses. Please see the appropriate course details for further information.

### **5. Health & Safety:**

5.1. All participants should wear shoes with flat, non-slip soles and covered toes, preferably leather. Students will not be admitted into the studio without proper footwear.

5.2. Sensible clothing suitable for working with metal clay materials is recommended. Craftworx will not be held liable for any damage that occurs to clothing.

5.3. Long hair must be tied back.

5.4. All course participants will receive a short briefing on health and safety before

commencing the course. Any student acting in breach of the health and safety guidelines will first be warned and if they persist, they will be asked to leave the studio immediately without recourse to a refund.

### **6. Special requirements:**

6.1. Please inform us of any physical/mental disability or learning difficulties etc. at the time of booking the course.

6.2. We are able to accommodate wheel chair users but please let us know in advance.

### **7. Copyright & Acceptable Usage:**

7.1. Full copyright of course content developed by Craftworx is retained by Craftworx. Course notes and reference materials are provided to support students in their studies and ongoing development and are issued for personal use only. A lot of work has gone into the development of our course content and it has commercial value. The sharing of course materials by print, press, photocopy, email, blogs, internet or any digital transfer medium is strictly prohibited without the express written permission of Tracey Spurgin. If in doubt, please contact us.

### **8. Payment:**

8.1. All classes need to be booked and paid for in advance.

8.2. Our preferred payment method is bank transfer. Details are included on the booking form or you can contact us for details.

8.3. Cheques should be made payable to Craftworx and sent to 12 Oriel Close, Walkington Beverley, East Yorkshire, HU17 8YD. Please note this is our correspondence address and not the studio address.

8.4. We also accept all major credit and debit cards and these payments may be made by phone.

8.5. PayPal is also an option making payments to tracey@craftworx.co.uk although we may charge a premium in these cases to cover the additional costs charged by PayPal.

### **9. Gift Certificates:**

9.1. Refunds are not available on gift certificate purchases, nor can gift certificates be exchanged for cash or other goods.

9.2. Gift certificates will either be for a specified value or a specific course.

9.3. Certificates with a specified value can be used to book any of our courses subject to the standard terms and conditions and as long as the booking is made prior to any expiry date printed on the certificate.

9.4. Certificates for a specific course can only be used for that course and refunds cannot be given for failure to attend.

9.5. Gift certificates are transferable, so if you are unable to attend your course, you may contact us to nominate another student.

#### **10. Product Orders:**

10.1. All items are paid for in advance.

10.2. Where postage is required, we add postage and packing costs to the proforma invoice.

10.3. Small orders are sent by 1<sup>st</sup> class post. Higher value orders are sent by trackable methods requiring a signature on receipt. We can also send small value orders by Special Delivery on request and subject to you paying the additional costs.

10.4. We aim to despatch all orders within two business days following receipt of payment.

10.5. Royal Mail delivery services are outside of our control and we take no responsibility for delays in their service such as strikes, extreme weather etc.

#### **11. Cancellations, Changes & Refunds**

11.1. For standard workshops we require a minimum of 21 days' notice if you wish to cancel your booking so that we can try to resell the workshop place. If we successfully resell your place, you will be given a full refund. If we are unable to sell your place then no refunds will be given.

11.2. Master classes, Retreats and any event involving a visiting tutor maybe subject to specific terms & conditions. The minimum re-sell period for such events will be 90 days because we have to commit to visiting tutors' travel plans well in advance of the event.

11.3. You may request a change of standard workshop date up to 21 days prior to the start of the workshop that was originally booked. Transfer to any other workshop will be subject to availability.

11.4. Each standard workshop has a maximum number of places available and a

minimum number before it can run. We review course viability seven days prior to the start date. In the unlikely event that we have to cancel a course, we will offer a suitable alternative date or a full refund.

11.5. If a workshop cannot run because of tutor illness, we will give as much notice as possible and we will offer a suitable alternative date or a full refund.

11.6. In the event of the cancellation of any workshop or course, Craftworx will not be liable for any third-party costs, such as travel or accommodation.

11.7. We recommend that students take out the appropriate travel insurance that will cover your costs if you are unable to attend a workshop or course or if the workshop or course is cancelled.

11.8. No refunds will be given to students who do not turn up to workshops and courses they have booked and paid for.

#### **12. Confidentiality:**

12.1. Craftworx is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Craftworx website and governs data collection and usage. By using the Craftworx website, you consent to the data practices described in this statement.

12.2. Collection of your Personal Information: Craftworx collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number.

12.3. Craftworx will use your email address to send you occasional newsletters and updates with your opted in permission.

12.4. If you already receive updates and would like to unsubscribe, please tick the box under the 'conditions of booking' on your booking form or email us to let us know.

12.5. Craftworx will not pass your personal details on to any other organisations.

12.6. Full privacy information is available on the Craftworx website or can be sent to you by post or email on request.

12.7. Craftworx will occasionally update this Statement of Privacy to reflect company and customer feedback.

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