

# Terms and Conditions

The Terms and Conditions below apply to all Stirchley Art Room art clubs, workshops, courses and events. We reserve the right to modify, cancel or append to these Terms and Conditions and upon doing so shall provide you with notification that there has been a change. The current Terms and Conditions always appear on our Website. On booking or purchase of any Stirchley Art Room product or service, the most recent Terms and Conditions shall apply.

By making a booking customers are agreeing to the terms and conditions below:

## **Bookings and Payment:**

Bookings can be made through the website [stirchleyartroom.co.uk](http://stirchleyartroom.co.uk) by completing an online registration form. Please ensure all information provided on the registration form is correct.

For children's classes details provided must include an emergency contact phone number for the parent/guardian and information of any allergies, medical conditions and special educational needs of the child attending the sessions. It is the parent/guardian's responsibility to keep the session manager informed of any alterations to the information regarding their child (e.g. contact details, medical conditions, etc).

By requesting a booking for a child, you warrant that you are the parent or guardian of the child and that you have the legal right to make such a booking and to comply with these terms.

After registering, customers will be sent an email containing payment information and a secure payment link. Payments for all Sessions must be made in advance. Please adjust your spam filter settings so that you can receive emails from [stirchleyartroom@gmail.com](mailto:stirchleyartroom@gmail.com).

Places are offered on a first-come, first-served basis and are secured once payment has been received.

If a particular club, course or workshop becomes fully booked, customers can opt to be placed on a waiting list.

### **Collections from childrens' art clubs and workshops:**

It is the parent/guardian's responsibility to collect their child from the art session on time. If the parent/guardian wishes for their child to be collected by someone else then the parent/guardian of the child must inform Stirchley Art Room before the start of the session by email [stirchleyartroom@gmail.com](mailto:stirchleyartroom@gmail.com).

We reserve the right to cancel or refuse a place in the event that a child is collected late on more than one occasion.

### **Cancellations and Refunds:**

A full refund will be provided if a cancellation request is made within 3 days of the start of the course or session. To cancel a booking please email [stirchleyartroom@gmail.com](mailto:stirchleyartroom@gmail.com) or use the contact form on the website. No refunds are given for missed sessions.

If a session is cancelled by Stirchley Art Room (for example due to tutor illness, Covid restrictions or building closure), we will contact you as soon as possible to let you know. An alternative class option will be offered, or a session refund given on a pro-rata basis. Unfortunately, we cannot accept any liability for travel or other costs.

We reserve the right to cancel a place on any course or session if; payment has not been made before the start of the session; if a participant behaves in a disruptive manner which we believe affects the running of a session, prejudices the safety of the other participants, or is unacceptable to library users or staff; if a child is repeatedly collected late.

### **Clothing and personal property:**

We recommend that participants wear old clothes or bring an old shirt, apron or overall to protect their clothes. Stirchley Art Room can accept no responsibility for any damage to clothing.

Stirchley Art Room cannot be held responsible for loss or damage to any personal belongings whilst attending art sessions or events.

### **Concerns or complaints:**

We are committed to providing art experiences which meet or exceed your expectations. If you are unhappy with anything about the sessions, please do not hesitate to contact us at [stirchleyartroom@gmail.com](mailto:stirchleyartroom@gmail.com). We will always do our best to resolve any problems.

**Privacy policy:**

We will not take or use photos of participants without permission. We will not pass your details onto any other third party unless required by law, or use them for anything other than the provision of sessions and associated notifications from Stirchley Art Room CIC.

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