

## Corona Virus 2020 Update :

At Siddy Langley Glass we are doing all we can to mitigate any disruption to classes caused by the Government's Corona Virus lockdown.

If your Glass Blowing or Fusing Class has to be cancelled because of lockdown, we will reschedule the course for later in the year when hopefully things have returned to normal. Your vouchers will not go "out of date" and will always be honoured.

## TERMS AND CONDITIONS OF BOOKING:

By booking a Glass Blowing Class or purchasing a voucher for a future Glass Blowing Class or Tile Making Class you are entering into a legal contract with Siddy Langley Glass. When booking any class with **Siddy Langley Glass, Longmeadows, Plymtree, Devon EX15 2JW** you are deemed to have agreed to the following Terms and conditions:-

**Class date allocation:** Dates for classes are limited and are allocated on a first-come basis. Bookings/dates are confirmed upon payment in full. In the event of Siddy Langley Glass having to cancel the class you will be notified as soon as possible and a full refund or offer of a new date will be made.

**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.

**Cancellation or changes by you:** By booking and paying for your class and agreeing on a date you contract to attend on the day and time specified. If you have to cancel your class more than 6 weeks prior to the course you will be fully refunded or offered an alternative date. If you cancel less than six weeks before the class date 50% will be refunded or an alternative date offered. No refunds will be made if cancellation is within seven days of the class date but an alternative date may be offered. All cancellations must be made in writing (email is acceptable).

**Cancellation by us:** We reserve the right to cancel a class for any reason. In this event you will be offered alternative dates. If you do not wish to book an alternative date - repayment will be made in full.

**Cancellation due to public health or safety concerns:** If a risk to public health and safety develops that makes it potentially harmful for the public to attend a class at our studio, and this risk is: a) due to circumstances outside of our control, and, b) not particular to an individual participant, then we will reschedule the affected class.

**Cancellation insurance:** We advise students to arrange Class Cancellation Insurance to cover unforeseen events such as illness, unfavorable weather, or the cancellation of a class by us for which travel and accommodation costs have been incurred. Insurance is particularly important during the winter months when the likelihood of bad weather and associated travel disruption is higher. Please check availability with your own insurance

broker or service as we are unable to offer insurance recommendations. In the event of bad weather cancelling a class a new date can be arranged.

**Age and Fitness Restrictions:** If you have a disability or medical condition which affects you in any way, please discuss this with us before you book. Classes are available to over 18's only.

**Accommodation:** Board and lodging is not included in the class fee. Please refer to our accommodation list for details. We cannot accept any liability for accommodation or travel bookings.

**Lunch and Refreshments:** Refreshments; tea coffee and cold drinks are provided during the class. Lunch is not included and a packed lunch should be brought as, being in the countryside, there are limited places to buy lunch nearby.

**Postage:** Due to the cooling (annealing) processes involved with glassmaking it will not be possible for students to take work home at the end of the day. Work may be collected at a later date or alternatively, we can package and post work to the provided address for a fee of £6.50 per person for UK addresses.

**Vouchers:** Gift vouchers are available for all of our classes. 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.

**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.

**Use of images:** We sometimes take photographs during classes 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. 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 will obtain separate written consent from a parent or guardian to publish their image.

**Location:** All courses are based at **Siddy Langley Glass, Longmeadows, Plymtree, Devon EX15 2JW**

**Materials:** Classes are inclusive of all basic materials. Students may buy additional specialist materials from us.

**Class Size:** Class sizes are kept to a minimum, usually between 3 - 4 people

**Complaints:** If you are unhappy about any of our services then please send us details in writing by email [mail@siddy.com](mailto:mail@siddy.com) or by post to our company address: Siddy Langley Glass, Longmeadows, Plymtree, Devon EX15 2JW Please outline your reasons and the date of the class that you attended.

