ALFORD CRAFT MARKET CENTRE TERMS AND CONDITIONS,

POTTERY SESSIONS

Please ensure you have read and understood these Terms and Conditions. By booking or attending a Class or Course you are deemed to have read, understood and accepted them.

**CONTRACT OF SALE**  
Completion of the booking process and acceptance of our terms and conditions forms your contract with Alford Craft Market.

**LIABILITY**  
Alford Craft Market accepts no liability for any injury suffered by anyone at the Alford Craft Market Centre or outside the Alford Craft Market centre, including the car-parking area, except insofar as such loss, damage or injury is by law incapable of exclusion.

Personal belongings are brought onto our premises at your own risk and we do not accept liability for any loss or damage to such items.

**PAYMENT**  
Payment of the full class or course fee should be made in advance. Payment is required in full for all the weeks of class– usually six weeks – unless a student joins a Class in the middle of a term in which case payment will be for that class and the remaining weeks of the term, (pro rata).

Payment secures your booking.

**CANCELLATIONS AND ATTENDANCE**  
Full course cancellations by a student must be made in writing or by email at least 7 days before the start date of the course to qualify for a refund.

If a Class or Session, or other event is cancelled by Alford Craft Market you will be offered an alternative date or, if this is not acceptable, a full refund.

Once you have committed to a Course we recommend that you attend the scheduled number of sessions to get the most out of the programme. If you are unable for any reason to attend all or some of the sessions in a 6-week term the fees are still payable in full.

We reserve the right to change the timing, date or tutor of the Class or other event in order to provide a high quality service or where it is necessary for reasons beyond our control.

Alford Craft Market reserves the right to cancel if insufficient bookings have been received for any Class or other event and will give as much notice of this as possible. Occasionally scheduled teaching may be cancelled at short notice because of factors outside our control, such as weather or illness. In this case an alternative will be offered if this is possible; if not a refund or credit offered.

Alford Craft Market will not be liable for any losses or expenses arising from alterations or cancellations.

**TRANSFERS**  
Transfers between Classes are subject to availability and there is no guarantee that this will be possible

**HEALTH AND SAFETY**  
Alford Craft Market takes a diligent approach to health and safety for the sake of all tutors and users. Students agree to abide by our Health & Safety guidelines and as instructed by tutors. Repeated failure to do so will result in termination of the students’ participation in the class.

Fire exits, which are clearly marked, are there in the interests of safety and students must not interfere with these exits for any reason. In the event of a fire, everyone is asked to make their way to the nearest available exit.

**TECHNICAL ISSUES AND BREAKAGES**  
Sometimes for various reasons breakages occur during firing for which we cannot be held responsible.  
Please do not use equipment unless you have been shown how to use it and, in particular, do not open or interfere with the kilns or a firing schedule.

**MAKING**  
Ceramics is an expensive process and we try hard to keep the costs down. We do not like to curb peoples’ creativity, but we have limited shelf and kiln space.

For taster sessions and children’s pottery students should select up to 3 best pieces of work for firing, glazing etc. For 6-week courses only preferred pieces will be fired, glazed etc. Alford Craft Market will recycle rejected all unfired items and you will not be charged for these.

Alford Craft Market will do its best to fire work in a timely manner but this is dependent on many factors, including drying times and kiln space.

Alford Craft Market will provide a range of clay, tools, glazes, materials and equipment but it cannot provide every possibility in ceramics. If there is something we do not provide but you would like to use please ask your tutor before using it to see if it is possible with the facilities we provide.

**COLLECTION OF WORKS**  
You will be emailed when your pieces are ready for collection, and we request that you collect your finished work from the Craft Centre or the Alford Craft Market Shop as soon as possible once you have received the pickup instructions via email to help keep our storage area clear, therefore avoiding damage. Finished work must be collected within 3 months of notification and Alford Craft Market reserves the right to sell uncollected work for the benefit of ACM.

January 2022