

# Welcombe Pottery

Terms and Conditions January 2024

## Scheduled sessions and workshops and classes

### Booking, cancellation, refunds

All scheduled courses and workshops, classes must be booked online. Payment must be received in full at the time of booking.

If you need to cancel or amend a booking, please do so in writing to [welcombepotter@hotmail.co.uk](mailto:welcombepotter@hotmail.co.uk)

Refunds will only be offered for classes or workshops cancelled in writing at least 14 days before the date of the session. If notifications are received with less than 14 days notice, a refund will only be given if we can find a replacement booking otherwise Welcombe Pottery will retain your full fee. You can however, choose to transfer your place to another named person at no additional cost.

In the unlikely event of a session, class or group booking being cancelled by Welcombe Pottery, participants will be given the option of a refund or, where applicable, a transfer to a new date/booking.

### Group bookings

Bookings will only be confirmed once payment has been received in full. Amendments to the booking can be made in writing to [welcombepotter@hotmail.co.uk](mailto:welcombepotter@hotmail.co.uk), with at least 7 days notice. At least 14 days notice is required to cancel the booking for a full refund. Unless we can find a replacement candidate, in which case a full refund will be given, or a new date fixed.

## Work made at Welcombe Pottery:

### Firing

Please make sure every piece to be fired has your name or initials on the base. Welcombe Pottery reserves the right not to fire work that has no name on it.

Unnamed work left on shelves at the end of a course will be recycled. Due to current firing capacity we reserve the right to limit the number and size of items fired per person.

Firing on our 6 Week Courses are currently charged at £2 for 1lb weight. Items are weighed by us after firing and the payment made by card on collection. Firing clay and glazes can be unpredictable. Welcombe Pottery cannot guarantee that your work won't be damaged in the kiln or survive a firing intact. Work damaged during a firing is not the responsibility of the Welcombe Pottery.

Welcombe Pottery reserves the right not to fire work that has the potential to damage other people's work or damage our equipment.

### Collection

Work you make at Welcombe Pottery will be fired in our on-site kilns and made available for collection approximately 3-4 weeks after your session or course end. You will be notified by email when work is ready for collection and given the dates and times when you can come and collect.

Due to studio capacity we cannot hold onto your fired work for very long. You will have 2 months to collect your work from the date of the notification email. Each summer Welcombe Pottery will sustainably dispose of all uncollected work.

### Health & Safety

Working in a pottery studio comes with risks. We use electrical equipment, sharp and sometimes heavy tools. The studio at full capacity may also feel busy with potential slip and trip hazards.

Good housekeeping in the pottery involves keeping clay dust to a minimum as this can be harmful if inhaled. Always sponge down your work area to keep it clean.

Working in the pottery studio can be messy. We supply aprons, but its best to wear clothes and shoes that you don't mind getting messy. Its best not to wear watches or jewellery, and to tie your hair back. Welcombe pottery can not be held responsible for any loss or damage to clothing, shoes, jewellery, mobile phones or watches while attending the pottery.

### For everyone's health and safety it is important that you:

- Familiarise yourself with our Health and Safety guidance and evacuation procedure. Our fire assembly point is out the front of the building on the village green.
- Clean up well after yourself ready for the next user. Recycle used clay and use a wet sponge or the sink to clean down areas, tools and wheels. Never brush dry clay.
- If you are unsure of anything regarding Health & Safety please get in touch or speak to the the tutor at the beginning of a session
- If you have any mobility, physical or mental issues that may affect your health or safety when participating in a session at the Welcombe Pottery please notify us at the time of booking. We will do our best to accommodate your needs.
- Welcombe Pottery is not responsible for any damage caused to work and is not responsible for any work, belongings or personal items brought to the studio going missing or getting stolen.

We want to keep Welcombe Pottery a safe and healthy place for all.

Please respect the Welcombe Pottery Health and Safety rules.

Welcombe Pottery reserves the right to discontinue your course or cancel a booking if any of the above points are not respected.

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