

# Birchwood Art Studio Terms & Conditions

## Bookings and Payments

We can take bookings in a number of ways - online through our website, over the phone or by submitting a booking form electronically or in hard copy.

Classes or workshops starting within 3 weeks of booking must be paid in full. If starting further into the future you have the option to pay a deposit of £25 to secure your place, with the balance to be paid 3 weeks before the start date. Please contact us to pay this way.

Payment can be made online, by cheque (made payable to Birchwood Art Studio Ltd.), online banking or in person by card or cash. We cannot take payments over the phone but can send a secure payment link to a smartphone.

Our online payment details are:  
Starling Bank, Birchwood Art Studio Ltd.  
Ac/No: 77833307  
Sort Code: 60 83 37

Please give the name of the person attending as the reference.

## Cancellations & Refunds

We hope we don't have to cancel classes or workshops very often but there may be occasions when cancellation is unavoidable and refunds are required. We reserve the right to cancel courses and all courses are subject to a minimum number of participants.

Our refund policy is:

- To always offer a full refund if we have to cancel a class - we may also offer an alternative date or event but it's entirely up to the customer as to which they prefer
- We can't refund customers for classes they can't/don't attend once they've booked a place, but where possible we will offer them the same class on an alternative date
- Vouchers can't be exchanged for cash but have no expiry date and can be used for classes, Lost in Art sessions. Paint & Wine, workshops or in our shop
- Unless marked as non-returnable, shop items can be returned within 30 days providing there is proof of purchase, they are in their original packaging and are unused.

## Attendance at classes

If customers cannot make a class or workshop we ask that they contact the studio as soon as possible to let us know, either by emailing [hello@birchwoodart.co.uk](mailto:hello@birchwoodart.co.uk) or by calling 0131 337 7557, please do not contact the tutor. If we can, we will offer you a substitute date or the chance to catch up at an open studio session but this is subject to availability and at our discretion.

## Substitution

We reserve the right to substitute the advertised tutor.

## **Accessibility**

There is step free access to our main studio, shop and toilet and these are suitable for people with limited mobility. Our rear studio has one step at the door. Unfortunately our toilet is not wheelchair accessible.

## **Conduct**

We would like to ensure a safe, happy and respectful environment for customers, staff and models. Abusive or inappropriate behaviour or language will not be tolerated and may result in removal from a class/course. It is not permitted to take photographs in the studio when there is a model present and it is good etiquette not to ask the model if they can be photographed. We often take photographs of student's work and of people busy in the studio, if you would prefer not to be photographed please let us know.

## **Privacy Policy**

We collect the minimum amount of personal information required to manage our courses and workshops and will only contact you in relation to these, unless you have signed up to receive our monthly newsletter (from which you can unsubscribe at any time).

We will never give your personal information to any third party and do not have access to your payment card information.

## **Cookies**

We use cookies on our website. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of our website and to compile statistical reports on website activity.

## **Governing Law**

This contract will be governed by and construed in accordance with the laws of the United Kingdom and shall be subject to the non-exclusive jurisdiction of the court of Great Britain.

  
**Birchwood Art Studio**

**DRAW · PAINT · MAKE**