

the GLASS HUB

TERMS & CONDITIONS OF BOOKING

By booking a course; purchasing a voucher; hiring private tuition or facilities; booking us for an event (public or private) or buying goods from us, you will be entering into a legal contract with The Glass Hub Ltd. The following represents the terms and conditions that you must agree to when booking a service with The Glass Hub, Stowford Manor Farm, Wiltshire.

- 1) **Class Size:** Class sizes are kept to a minimum, usually between 6 - 8 people according to individual courses, for maximum benefit to students, so please book early to avoid disappointment. Glassblowing usually has a 4:1 student to tutor ratio.
- 2) **Materials:** Most courses are inclusive of basic materials. Students may buy additional materials or specialist materials from us.
- 3) **Enrolment and allocation:** Places on courses and events are limited so allocation will be made on a 'first-come first served' basis. Bookings are only confirmed when full payment is received. In the event of overbooking you will be notified as soon as possible and a full refund or offer of transfer of services will be made.
- 4) **Age restrictions:** Participants should be aged 18 years or over. We do accept younger participants on our classes but only following a consultation with us (usually via email or telephone) and a parent or guardian should accompany them on the class. For children younger than 13 years old, while there are glassmaking activities they can do, this should be undertaken as a private session (contact us to book) unless the course is specifically designed for children. Please email us before booking for a person aged under 18 years old, so that we can advise you.
- 5) **Confirmation of booking:** You will receive confirmation of your booking on receipt of your course fee by email. Pre-course or other event information can also be found on the relevant course page on our website, please download this and read carefully.
- 6) **Cancellation or changes by you:** By booking and paying for your course or event, you agree to attend on the days specified. If you cancel your place on a course or event more than 6 weeks prior to the course or hire session, you will be refunded 75% of your fee. If you cancel your course place less than 6 weeks before the course date, no part of the fee will be refunded (this includes any instalments or partial payments towards the cancelled course). All cancellations must be made in writing (email is acceptable). We have separate terms for private booking cancellations or transfers, for this see the 'Private Bookings' section below for details.
- 7) **Cancellation by us:** We reserve the right to cancel a course, hire session or event for any reason. In this event you will be advised of vacancies or alternative dates. If you do not wish to book on an alternative date, you can either accept a credit towards another course or repayment will be made in full.
- 8) **Cancellation for reasons of public health and safety:** If a risk to public health and safety develops that makes it potentially harmful for the public to attend a course at our studio, and this risk is: a) due to circumstances outside of our control, and, b) not limited in effect to a single participant, then we will do our best to reschedule the affected course(s). Participants that have already booked onto the course will be offered a transfer to the rescheduled course where possible, free-of-charge, or a credit of equal monetary value that may be redeemed towards the cost of any future course. In the event the UK Government imposes obligatory restrictions (such as a lockdown to prevent the spread of a virus) that results in the cancellation of classes, then the following will apply:
 - **Regular classes, Glassblowing, Fusing, Drop-Outs etc.** If these classes are cancelled, we will reschedule the course for a later time when restrictions have lifted. No transfer fee incurred (see section 7. above)

- **Masterclasses** - Wherever possible we will work with Masterclass artists to reschedule the class for another date. If we are unable to reschedule, we will offer you a refund or credit towards another course. (see section 8. above)

- 9) Cancellation insurance:** We advise students to arrange course cancellation insurance to cover unforeseen events such as illness, unfavourable weather, or the cancellation of a course by us for which travel and accommodation costs are incurred. Insurance is particularly important during the winter months when the likelihood of unfavourable weather and associated travel disruption is higher. Please check availability with your insurance broker or service as we are unable to offer recommendations currently.
- 10) Transfers:** If you would like to transfer to a different course or date then we may be able to accommodate you, subject to availability, and so long as the request is made no less than 6 weeks before the course is due to start. Important: If a request to transfer is made less than 6 weeks before the course start date, The Glass Hub may be able to offer transfer to another course, only if the original place can be re-sold to another student. A £30 administrative fee will be charged for ALL transfers. The replacement course or courses must be the equivalent in value. If the replacement course(s) is of a higher value, then the difference is payable before the transfer is confirmed. Course places may be passed on to another person(s) by the booked attendee(s). In this instance, we would ask that you inform us of the change of attendee (name and contact) and no transfer fee will be incurred. An example might be if a person is unable to attend and they pass on or resell the course place to a family member or friend. For private hire booking transfers, please refer to the section of this document 'Private Hire Bookings' for transfer terms.
- 11) Location:** Unless otherwise stated, all courses are based at The Glass Hub, Stowford Manor Farm, Wingfield, Wiltshire BA14 9LH, United Kingdom.
- 12) Accommodation:** Please remember that board and lodging is not included in the course fee. Please refer to our accommodation list for details. We cannot accept any liability for accommodation bookings.
- 13) Postage:** Due to the cooling down processes involved with glassmaking it will not be possible for students to take work home at the end of the day (if made on the same day). Work may be collected at a later time or alternatively, we can package and post work to the provided address for a fee (the fee varies according to number/weight of glass pieces and the destination address).
- 14) Copyright:** All courses are the intellectual property of the artist/tutors and The Glass Hub. No part of the course may be copied or reproduced without prior permission in writing from the author.
- 15) Vouchers:** Our gift vouchers are available for any monetary value and may be redeemed against the cost of our courses. Vouchers are non-refundable other than within the 14-day cancellation period as per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. No change is given if the voucher value exceeds the total cost of the course it is redeemed against, but the remaining credit may be used towards another course or service with us. Gift vouchers are valid for one full year from the day it was purchased and may not be redeemed after this date. Vouchers may be purchased for specific courses, and in this instance, have a monetary value which is not displayed to the recipient, only the purchaser. Our course fees go up for a variety of reasons and should our course fees increase before the voucher is redeemed an additional fee may be payable by the recipient on booking. 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 will then apply, including transfer fees.
- 16) 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 home page.
- 17) Use of images:** We sometimes take photographs during courses; studio hire sessions and events 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 and to have occurrences in electronic media or published material be removed or destroyed where possible. 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 must obtain separate written consent from a parent or guardian to publish their image.

18) Private Hire Bookings: When booking a private hire session with us (either individual or group bookings), we will book in a tutor or tutors specifically to teach on a specific day by arrangement with you. We will quote a price for your hire session(s) based on your requirements. On receipt of payment for your hire, that being either an instalment or the full amount, you will be entering a contract of service with us and will therefore be agreeing to our terms and conditions set out here and at <https://theglasshub.com/terms-and-conditions-of-booking/>. We will notify you of this in advance by email or telephone.

Cancellations or changes to your private booking may be made under the following conditions:

Cancellations

- If you cancel your hire session 4 weeks or more in advance of the allocated start date of the hire, you will get a full refund minus a £30 administration charge.
- If you cancel between 4 weeks and 1 week before the start date of your hire, you will get a 75% refund.
- If you cancel within 1 week of the start of your hire, you will get a 75% refund minus a fee of £150 per tutor per day/session of hire.
- If you cancel within 24 hours of the start of your hire session, no refund will be given.

Changes to the date of your hire

- If you wish to change the date of your hire 1 week or more before the start of your hire, you will be charged a £30 administration fee. On receipt of the administration fee, an alternative date will be agreed and confirmed with you.
- If you wish to change the date less than 1 week before the start of your hire, you will be charged a fee of £150 per tutor per day of hire. On receipt of the tutor fee, an alternative date for hire will be confirmed with you.

All cancellations or changes must be in writing by email or post.

19) Complaints: If you are unhappy about any of our services then please send us details in writing by email info@theglasshub.co.uk or by post to our company address: The Glass Hub, Stowford Manor Farm, Wingfield, Wiltshire BA14 9LH. Please outline your reasons and if relevant, the name and date of the course or event that you attended.

This document replaces our previous terms & conditions (27 March 2025) on 19 August 2025. This change is limited to the age limit for participants. Our privacy policy in accordance with General Data Protection Regulations was effective from 25th May 2018. Please contact us if you have any queries 01225 768888 or email: info@theglasshub.co.uk