

Pre-course information

Arrival

Please refer to your course booking confirmation or our website for course dates and times. Make sure you allow plenty of time for travel to the studio so that you can park and settle in before your course starts. Location and Travel information is available as a course download [click here](#). Arrival may be up to 30 minutes prior to your specified start time. Refreshments will be available.

Materials

Unless specified otherwise our courses include all the basic materials, tools and protective equipment required. Additional materials are available to purchase at cost from us. If you would like specialist materials or tools, then please contact us to discuss your requirements before you attend. You may also bring your own tools if you prefer to work with them; your own camera; notes; sketches and any source inspiration you like. For specialist courses you may receive a separate materials list or instructions on course preparation.

What to Wear

This is a working glass studio that can be dusty so wear old and not precious clothes that are comfortable with sensible flat or low footwear. Layered clothing is best as we are working in a high ceiling barn, which can get chilly if you are not in front of a furnace. We will supply safety glasses and any necessary protective wear.

For Glassblowing and other Hot Shop Courses: Glassblowing is physical so please wear clothes that offer freedom of movement without being too loose or flowing i.e., no loose and baggy sleeves. Please wear comfortable flat footwear with covered toes and cotton-based clothing. Please don't wear flip-flops, sandals, have loose hair, big jewellery, or polyester fleece. We will supply safety glasses, *Kevlar* sleeves and protective gloves.

The Cool Down and Postage

Due to the cooling process, essential to all glassmaking, your glass must be cooled very slowly in a kiln and so will not be available to bring home on the day it is made. You can collect your work on a later date (by arrangement) or, we will securely and carefully package and post it to you for

an addition fee. Costs vary depending on the amount of glass and destination but our current costs are £15 for lampworking classes or experience sessions and £25 per box for most other courses unless otherwise specified. Shared boxes are available. Refer to our [prices here](#). Prices are subject to change.

Refreshments

Refreshments – tea (including herbal tea selection), coffee, soft drinks and water will be provided free of charge. We have a fridge, a kettle and a microwave for student use, so feel free to bring your own food to heat up or your own favourite drinks, herbal teas etc. For courses of one day or longer please bring a packed lunch with you as there are no shops nearby.

Terms and Conditions of Booking

Our terms and conditions of booking are here <https://theglasshub.com/terms-and-conditions-of-booking/> Cancellations or transfers can only be made up until six weeks before the course start date to enable us to fill your place. For transfers where we can fill your place (by using a waiting list for example), a transfer may be possible at our discretion.

Important: We cannot transfer, rebook, or refund a place on one of our courses due to illness if your course is less than six weeks away, unless we can fill this place(s) with another student(s). This includes illness from any viruses including COVID 19. If a customer is too ill to attend, then they should not attend. Any course fees paid will not be refunded. This is because our courses are run with limited numbers. Places can be gifted or passed on to another person free of charge (by the attendee) if the attendee is unable to attend due to illness or any other reason. Customers are encouraged to seek their own insurance or check if their booking is covered by any travel insurance they may have. See <https://theglasshub.com/terms-and-conditions-of-booking/>

The most important things to bring are an open mind and lots of enthusiasm.

Please do not hesitate to contact us if you have any questions. Email is usually best, but you can also telephone. We are not always available at the studio so please leave a message if there is no answer.

Email: info@theglasshub.co.uk

Tel: 01225 768888.

Look forward to seeing you!