

TERMS AND CONDITIONS

COURSES AND WORKSHOPS AT NEW BREWERY ARTS

- The price shown is the standard cost of the course or workshop.
- Your booking will only be secured once we receive payment.

BOOKINGS CAN BE MADE

- Online
- By phone (Monday to Friday 9am – 5pm)
- By visiting the office (Monday to Friday 9am – 5pm)

PAYMENT METHODS

- When booking online or by telephone, payment must be made using a credit or debit card.
- When booking in the office you can pay using cash, cheques, credit or debit cards.

CONFIRMATION

When you book a course or workshop you will receive a payment receipt by email. This will also include details of room locations, materials you may need to bring and other important information. You will also be sent a reminder email two weeks before the event.

REFUNDS AND EXCHANGES

As a small charity we carefully consider our budgeting so automatically transferring to another course or workshop is not possible. We hope that you don't need to make a cancellation but if you do the following applies:

Cancelling more than 30 days before the start date

- A 10% administration fee will be deducted from any refund.
- A 10% administration fee will be added if you wish to exchange to a different course or workshop
- You can exchange your space for a course or workshop gift voucher

Cancelling less than 30 days before

- No refunds will be given.
- No exchange of any kind will be given

If New Brewery Arts cancel

- In the unlikely event that we need to cancel an activity we will always try to rearrange the session. If this is not possible or you cannot attend the new session, then you will be given a full refund for that class (with no admin charge). We will contact you via email and telephone to confirm that a cancellation has happened.

BAD WEATHER

Your safety and the safety of our tutors is important and we will try to give you plenty of notice if we cancel via the website, email and telephone.

- If we cancel the session due to bad weather then this will be dealt with as per "*If New Brewery Arts Cancel*" terms

However

- If the class is running and you decide not to attend, then no refund will be given

PRIVACY

New Brewery Arts collects your personal information in order to supply goods to you, the customer. We collect your email, address, telephone number, billing/delivery address when you register with us and when placing an order. The information we collect is used to process any orders. Using the internet to collect and process personal information necessarily involves the collection of electronic data. By communicating electronically with us, you acknowledge and agree to our processing of personal information in this way. We may also use this information to inform you of any news on our goods and services on our website. You may opt out by emailing us at hello@newbreweryarts.org.uk

Credit/debit card details are used by Secure Trading to complete the transaction process and are not seen, or retained by, New Brewery Arts. If you have any queries concerning your personal information please contact hello@newbreweryarts.org.uk

SECURITY INFORMATION

We ensure your shopping experience with us is secure. When shopping with New Brewery Arts your credit card details are passed directly to a secure transaction server, Stripe, meaning that we never see or store your credit card details. Our website may contain links to other websites which are outside our control and are not covered by New Brewery Arts Terms and Conditions. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

ACCESS RIGHT

You have a right to access the personal data held about you. To obtain a copy of the personal information we hold about you, please write to us at New Brewery Arts, Brewery Court, Cirencester, Gloucestershire GL7 1JH enclosing a cheque to the value of £10 made payable to New Brewery Arts Limited. General provisions.

We may alter these Terms and Conditions from time to time and post the new version on our website and that version will take effect immediately thereafter. You are responsible for checking our Terms and Conditions on the website as they form the contract between us. If any provision of these Terms and Conditions shall become illegal or unenforceable for any reason whatsoever then these Terms and Conditions shall take effect as if such provision had been omitted and the remainder of the Terms and Conditions shall not be affected. These Terms and Conditions and your use of the website are governed by English law and you submit to the non-exclusive jurisdiction of the English court. Failure by either party to exercise any right or remedy under this agreement does not constitute a waiver of that right or remedy.

For any queries please email education@newbreweryarts.org.uk