



National Glass Centre (NGC) Terms and Conditions for Blow your own Glass Pumpkin

National Glass Centre want your experience with our glassblowing team to be safe and enjoyable so, please familiarize yourself with the terms and conditions below before booking a Blow your own Glass Pumpkin experience.

If you have any concerns about the suitability of any participant for a Blow your own Glass Pumpkin experience please raise this with the Visitor Services Team when booking or prior to your session. With advanced notice we are often able to improve the experience we offer, or better assist people with reduced mobility needs or those requiring additional support.

Please ensure you wear:

Sturdy enclosed footwear (no sandals)

Cotton based clothing, such as Jeans and tee shirts (no synthetic fibres)

It is advisable to bring a small bottle of water with you to stay hydrated

1. Our group glassmaking experiences are subject to the following minimum age requirements:

Blow your own Glass Pumpkin experience: Available to those **aged 16 and over.**

2. The price for the experience is due in full at the time of placing your order and is non – refundable. We accept payment by cash or credit or debit card if you purchase via our reception desk or our shop, or by credit or debit card if you purchase online.
3. You may not cancel your order, although the experience is transferable and so you may allow a friend or family member to attend in your place. You must make sure you arrive on time for your experience as we have a number of different groups on any one day. We cannot delay the start of the experience and if you miss your scheduled time we are under no obligation to arrange an alternative time or refund your money.
4. NGC reserves the right to cancel an experience if circumstances arise which are outside its control. In this event you will be advised of vacancies on alternative dates. If you do not wish to book on an alternative date, a full refund of fees will be made to you.
5. NGC will send you confirmation of your purchase by email on receipt of payment in full. It is your responsibility to ensure the contact details you provide are accurate.

6. We will provide a health and safety induction and supervise your activity, however, we will ask you to sign a waiver recognizing that glassblowing is a dangerous activity. If you have any concerns about personal health restrictions that may impact on your experience or any health and safety questions that you would like us to answer, please contact us in advance. Under no circumstances should you participate in an experience while under the influence of alcohol or any substances which may affect your judgement. We may in our absolute discretion determine that it would not be appropriate to allow you to participate in the experience for reasons of health and safety in which case we may cancel the agreement between us and will not refund your money.

General

National Glass Centre is a trading name of the University of Sunderland. You can contact us with any queries or complaints at our email address: info@nationalglasscentre.com or by post at National Glass Centre, Liberty Way, Sunderland, SR6 0GL. Our VAT number is GB569467776.