

## **National Glass Centre**

### **Terms and Conditions for Adult & Family Workshops**

**Please familiarise yourself with the terms and conditions below before booking a workshop.**

1. Adult Courses are available to adults of 16 years and over. Family workshops are available to children over 5 yrs unless otherwise stated. Children under 8 Years must be supervised. Parents / Guardians of older children must stay on the premises while the workshop takes place.
2. The price for the course is due in full at the time of booking and is non – refundable, subject to clause 3 below. We accept payment by cash or credit or debit card if you purchase in National Glass Centre, or by credit or debit card if you purchase online (excluding American Express).
3. Once you have booked your course, you must give no less than four weeks' notice if you wish to cancel. You may transfer onto another course of equal or greater value, with any extra amount being payable at the time of transfer. If you are unable to attend you may allow a friend or family member to attend in your place.
4. National Glass Centre reserves the right to cancel a course if circumstances arise which are outside its control. In this event you will be advised of alternative courses. If you do not wish to book on an alternative course, a full refund of fees will be made to you.
5. National Glass Centre 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. Many of the pieces that are made during a course have to be annealed and cooled overnight meaning that they can't be taken away at the end of the day. Your item/s will normally be available for collection within 7 days. We will store your item for collection for up to three weeks. After this point we reserve the right to dispose of the work. We can also arrange for your item to be delivered to you at an address in the UK by a courier at your expense. We will inform you of the cost of the courier and you must make payment in advance. We accept no liability for damage to your item caused while it is in transit.
7. Glassmaking can be an inherently dangerous activity. We will supervise your activity however, if you are concerned about the risks you should not book onto a course. Under no circumstances should you participate in an experience while under the influence of alcohol or other substances which may affect judgement. We may in our absolute discretion determine that it would not be appropriate to allow you to participate in the course for reasons of health and safety in which case we may cancel the agreement between us and will not refund your money.
8. Please note that we do not supply tools specifically designed for left-handed individuals, however we do not think that the use of right-handed tools will detract from the enjoyment of your course. If you would not feel comfortable using standard equipment then you should not make a booking with us.

#### **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](mailto:info@nationalglasscentre.com) or by post at National Glass Centre, Liberty Way, Sunderland, SR6 0GL. Our VAT number is GB569467776.