



## Terms & Conditions

### 1. BOOKINGS

- Please book your ticket to our classes online at <http://www.thefarmcookeryschool.co.uk>
- By completing a booking and accepting our Terms & Conditions, you are entering a contract with The Farm Cookery School.
- If you have any enquiries regarding the class, please don't hesitate to email us at [enquiries@thefarmcookeryschool.co.uk](mailto:enquiries@thefarmcookeryschool.co.uk) or call us on 01380 859 478. The office is open from 9.30am – 2.30pm weekdays.

### 2. ALLERGIES, INTOLERANCES & DIETARY PREFERENCES

- All allergies, intolerances & dietary preferences must be declared **at least 48hrs** in advance of the class.
- Where possible we are happy to accommodate children and adults with allergies, intolerances & dietary preferences.
- PLEASE NOTE: Not all recipes can be adapted, so please contact us first if you have any concerns or questions.

### 3. CANCELLATIONS

- The Farm Cookery School reserves the right to cancel a class or event.
- Should the class or event be cancelled by The Farm Cookery School for unforeseen reasons, full refunds will be given.
- Please refer to our 'Refunds, Exchanges & Transfers' section below for further information on customer refunds, exchanges & transfers.



## 4. CHILDRENS CLASSES

- All parents/guardians must complete the online Parental Consent Form at the point of booking, indicating whether a child has any allergies, intolerances or dietary preferences we should be made aware of.
- Please declare if your child has any Medical or Special Educational Needs (SEN) so we can make the experience the best it can be for your child.
- Children are expected to be polite and respectful to all members of staff and other students. Any form of bullying behaviour or disruption will not be tolerated and the child will be removed from the kitchen.
- We reserve the right to ask a child to leave or ask parents to collect their child if they continue to be disrespectful, disruptive or unsafe.
- Children must follow the kitchen rules for their safety, listen and follow the teacher's instructions.

## 5. CHILDRENS PARTIES

- Children's Parties take place in the Kitchen Area. We also have an additional 'Party Room' which is free for you to use. This can also be decorated (we ask that you use materials that will not damage the walls or beams such as drawing pins).
- The adult responsible for the party ('The Host') will need to stay on-site for the duration of the party and supervise the children in the 'Party Room' when they are not cooking. As 'The Host' you are welcome in the kitchen are during the class.
- 'Guest parents' are welcome to stay, although we ask that they stay in the 'Part Room' for the duration so as not to disrupt the teaching.
- 'The Host' must ensure we are made aware of have any allergies, medical needs or Special Educational Needs prior to the party.



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- You are welcome to have access to the 'Party Room' to decorate 30 minutes before the party and we would ask that you have cleared down 30 minutes after the party – all clearing in the Kitchen is our responsibility.
- Should a party run over the allotted time by more than 30 minutes we will charge £20 per hour or part thereof.
- A 10% non-refundable booking deposit is required to reserve your party.
- The final balance invoice will be issued 14 days before the party when the final number are confirmed. Please **ensure final payment is made 10 days before** the party date.

### 6. COMPLAINTS

- We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use the valuable information from complaints investigating to help us improve the service we provide. We treat all complaints in confidence.
- For more information, please refer to our 'Customer Complaints Policy':

### 7. PHOTOGRAPHS

- Throughout our class we may take photographs for use in publicity/marketing by The Farm Cookery School.
- Please indicate at the point of booking, whether you give permission for us to use photographs of yourself or your child for publicity/marketing purposes.
- If you have arranged a Children's Party, Corporate or Private Event, please indicate on the 'Guest Details Form' whether guests consent for their photographs to be used for publicity/marketing purposes.
- Customer names will never be disclosed in any publicity/marketing.



## 8. PRIVACY POLICY

- We will not disclose any of our customers details to any 3rd Parties.
- We will ensure that we treat personal information lawfully and correctly.
- We adhere to the principles of General Data Protection (GDPR).

## 9. PRIVATE & CORPORATE EVENTS

- Private cookery events will take place in the Kitchen Area. We also have an additional 'Dining Room' which is free for you to use. This can also be decorated (we ask that you use materials that will not damage the walls or beams such as drawing pins).
- We also have a large on-site Conference Room available to hire at an additional cost. Please contact the team for further information.
- A 10% non-refundable booking deposit is required to reserve your preferred date.
- The final balance invoice will be issued 14 days before the event when the final number are confirmed. Please **ensure final payment is made 10 days before** the event date.

## 10. REFUNDS, EXCHANGES & TRANSFERS

- Our classes are live events.
- **IF YOU ARE UNABLE TO ATTEND YOUR CLASS OR CHANGE YOUR MIND ABOUT COMING, WE DO NOT OFFER REFUNDS, EXCHANGES OR TRANSFERS TO ANOTHER CLASS.**



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- The name on your ticket can be changed to another person if you send us their details (including dietary information) **at least 24 hours** prior to the class. We recommend checking whether we can accommodate any changes to dietary requirements prior to confirming name changes.
- You are also welcome to resell your tickets privately, as long as we receive notification with all the new customer information **at least 24 hours** prior to the class.
- Please see the link to the Citizens Advice Bureau if you need further clarification regarding your rights: <https://www.citizensadvice.org.uk/consumer/event-tickets/getting-a-refund-on-an-event-ticket/>

### 11. **VOUCHERS & COUPONS**

- **WE DO NOT OFFER VOUCHER OR COUPON EXTENSIONS.**
- **ONCE YOUR VOUCHER OR COUPON HAS EXPIRED, IT CAN NO LONGER BE REDEEMED UNDER ANY CIRCUMSTANCES.**