

# Orchard Learning Studios - Our Policies and Conditions

## BOOKING AND PAYMENT

Book online at [www.orchardlearningstudios.co.uk](http://www.orchardlearningstudios.co.uk). The site uses PayPal secure payment method and the payment site displays the golden padlock indication of site security;

Or book by telephone: 07398 761418 or email: [enquiries@orchardlearningstudios.co.uk](mailto:enquiries@orchardlearningstudios.co.uk)

With payment by bank transfer or PayPal invoice;

Some venues will also have individual direct booking arrangements.

## FULL COURSE FEE IS PAYABLE ON BOOKING

A place on a course or workshop can't be guaranteed and will not be confirmed until full payment has been received.

Please see our Cancellations policy in respect of refunds.

## ACCESS

Orchard Learning Studios acknowledges that not all venues are suitable for wheelchair users, and not all courses suitable for particular needs or disabilities. However, we will do our utmost to make as many as possible inclusive and welcoming. Please telephone or email prior to booking and have a chat about access and what we can do to get rid of any restrictions.

## COURSE FEES AND MATERIALS

It's our policy to try and keep the cost of a workshop low, whilst providing value for money. We therefore endeavor to include material costs wherever possible. We try to prevent the need for participants to purchase costly materials in order to take part in a craft or discipline that's new.

Therefore, materials are included in the fee where indicated. A materials and needs list will be provided with your booking confirmation. This will also indicate where materials may be purchased direct from the Tutor on the day of the course, if wished.

## DISCOUNTS AND GROUP BOOKINGS

Some courses attract a discount fee if booking two or more related courses at once. In all cases, full details and booking are available by telephoning: 07398 761418 or email: [enquiries@orchardlearningstudios.co.uk](mailto:enquiries@orchardlearningstudios.co.uk)

## COURSE SIZES

All courses are aimed at giving participants the best possible learning experience. Class sizes are limited to ensure sufficient capacity to give personal attention where needed.

A course or workshop can be arranged for any group of four people or more.

## CANCELLATIONS

If for any reason you have to cancel your place on a course or workshop, your payment will be refunded as detailed below, with the exception of an administration charge of £10 which is non-refundable.

You may transfer the booking to another person to attend the course or workshop for which you booked, but bookings may not be transferred between courses.

For cancellations made 6 weeks or more before the course start date, the full fee will be refunded, minus an administration charge of £10. Other cancellation refunds will be made as follows:

6 -4 weeks before the start date, 50% refund

4 -1 weeks before the start date, 25% refund

Within 1 week (7 days) of the start date, no refund will be given.

The full fee will be refunded if it is necessary for Orchard Learning Studios to cancel a course.

## ARRIVAL AND DEPARTURE TIMES

The start and finish times of each course are shown in the course details. No reductions or refunds are payable to students arriving late or leaving early.

## CHANGE OF COURSE OR TUTOR

We make every effort to run all courses as advertised. However, there may be occasions when we have to make some alteration to the course content and/or Tutor. Orchard Learning Studios reserves the right to make these changes which should not detract from the overall course aims and learning experience. No reductions or refunds are available and the

normal cancellation policy applies.

## **TRAVEL ARRANGEMENTS**

Where students booked on a course are travelling from the same geographical area, permission will be sought to share contact details to facilitate transport sharing.

## **CHILDREN**

Orchard Learning Studios is a centre of learning for everyone, and is a registered learning destination for the Children's University (Devon). We advise Parents or Carers wishing to bring a child to check prior to booking, to ensure the course is appropriate to the age and skill level. Children under 16 must be accompanied by an adult at all times. We strongly encourage the bringing together of generations to work together and are happy to arrange Family Fun Days. We don't set an age limit, but be prepared – all children must be supervised by their accompanying adult and will work together as a pair!

## **EQUIPMENT**

All essential equipment will be provided for most courses and workshops. The materials and needs list provided with booking confirmation will list any items of equipment it would be necessary or desirable to bring along.

Protective wear (aprons) will be available for anything remotely messy.

Sewing machines are available to hire for textile or sewing workshops; details will be provided on the materials and needs list.

## **GIFT VOUCHERS**

Gift Vouchers are available to purchase for any amount over £10, in multiples of £5. Full payment must be made at the time of order.

Gift Vouchers are valid for 12 months from the date of purchase, and are redeemable in whole or part against any course(s) and workshops offered at any venue. They may be used on multiple occasions, until the total value has been used. Each Voucher has a unique reference number that you will need to quote when booking a place.

Any value remaining unused by the expiry date will be forfeit; no refund will be made and vouchers may not be exchanged for cash.

## **PERSONAL INFORMATION**

Personal data is stored safely and in accordance with the Data Protection Act. Some data may be shared with a partner agency, where courses are subsidised by public funding and then only for the purpose of monitoring funding. We do not sell any personal information to any other third party, and only share information with your full knowledge and consent (for example, for travel sharing purposes).

We do not hold any of your personal finance details; data collected for payment purposes is held securely then destroyed once payment confirmation is received, in accordance with Data Protection guidelines.

## **FEEDBACK**

It's our business to make sure you enjoy your time with Orchard Learning Studios, and that you want to come back and learn more with us. At the same time, we fully acknowledge the truth of the saying - you can't please everyone, all the time. Please raise any issue of concern or complaint at the earliest possible moment, and we'll do our very best to sort things out straight away.

### **Contact Details:**

**W:** [www.orchardlearningstudios.co.uk](http://www.orchardlearningstudios.co.uk)

**T:** 07398 761418

**E:** [enquiries@orchardlearningstudios.co.uk](mailto:enquiries@orchardlearningstudios.co.uk)



**Orchard Learning Studios**

Postal enquiries: Orchard Learning Studios, PO Box 226 Tavistock, Devon PL19 1EH