

Terms and Conditions

In-Person Courses

The Terms and Conditions below apply to all Zoe in Stitches courses. By making a booking, customers are agreeing to the terms and conditions below. The course consists of regular course classes.

How do I pay for courses?

- Courses should be paid in full at the time of booking unless a payment plan has been agreed.
- Ways to pay:
 - cash or card (processed by SumUp) at the venue,
 - BACS transfer, bank details will be sent with the course invoice,
 - secure SumUp payment link, available on request,
 - online through the website www.zoeinstitches.co.uk processed by Stripe or PayPal, it is the customers responsibility to ensure all information provided on the bookings page is correct.
- Alternative payments will be considered, but not guaranteed, by prior arrangement with Zoe Ballard.
- You are paying for your place on the course. Places are only secure upon receipt of full payment.
- Failure to pay on time may result in your place in the course being cancelled.
- Zoe in Stitches does not hold any card details.

What happens if I need to cancel?

- After booking online through the website:
 - you have a cancellation period of 14 days in accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. To cancel, customers must contact Zoe in writing via email to zoe@zoeinstitches.co.uk or use the contact form on the website.
 - A refund (minus fees) will be provided in the form of a bank transfer if the request is made within 14 days of the initial booking.
 - If the course starts within the cancellation period the right to a refund is lost.
- If you are booked on a course class and do not attend on the day then no refund will be given. Details of the class missed and video instructions will be provided.
- If you can no longer attend the course, please contact Zoe at the earliest opportunity. If your space can be filled, a refund (minus fees) for the remaining sessions will be provided.



What happens if the course or course class is cancelled?

- If for any reason a course class is cancelled by Zoe in Stitches, for example due to tutor illness, an alternative date will be arranged.
- In the event of under-subscription, courses may be cancelled or re-arranged. Zoe will give you as much notice as possible if this happens. Unfortunately, Zoe cannot be held liable for any out-of-pocket expenses incurred as a result of course cancellation.
- Zoe in Stitches reserves the right to cancel or move a course class date due to unforeseen circumstances including illness.
- Where a course/course class is cancelled, Zoe will contact you as soon as possible.

Important Information

- The venues give 15 minutes set up/clear up time either side of the booking. Please do not arrive/leave more than 15 minutes before/after the session times stated.
- Any concerns or issues regarding any services provided by Zoe in Stitches should be directed to Zoe Ballard and emailed to zoe@zoeinstitches.co.uk or by phone on 07368 673672.
- Images of course classes and items made in courses may be used in marketing material. If you do not want to feature in these advertisements, please contact Zoe at zoe@zoeinstitches.co.uk.
- The copyright and other intellectual property rights of all material on the website, including photographs and images are owned by Zoe in Stitches.
- Zoe in Stitches reserves the right to amend the Terms and Conditions as and when necessary.

Thank you for your support

Zoe



www.zoeinstitches.co.uk
zoe@zoeinstitches.co.uk
07368 673672