

Terms and Conditions

Workshops

The Terms and Conditions below apply to all Zoe in Stitches workshops. By making a booking, customers are agreeing to the terms and conditions below.

How do I pay for workshops?

- Early Bird offers should be paid in full by 11:59pm on the final day of the offer.
- Workshops should be paid in full at the time of booking.
- Ways to pay:
 - cash or card (processed by SumUp) at the venue,
 - BACS transfer, bank details will be sent with the workshop 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 workshop. Places are only secure upon receipt of full payment.
- Failure to pay on time may result in your place in the workshop 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 workshop starts within the cancellation period the right to a refund is lost.
- If you are booked on a workshop and do not attend on the day then no refund will be given. Transfers onto an alternative workshop for that session may be offered at the discretion of Zoe in Stitches, contact Zoe before the start of the workshop you have booked on.
- If you can no longer attend the workshop, please contact Zoe at the earliest opportunity. If your space can be filled, a refund (minus fees) will be provided.



What happens if the workshop is cancelled?

- If for any reason a workshop is cancelled by Zoe in Stitches, for example due to tutor illness, then a refund will be issued.
- In the event of under-subscription, workshops may be cancelled or re-arranged. Zoe will give you as much notice as possible if this happens and you may be able to transfer to another workshop at the discretion of Zoe in Stitches or will receive a full refund. Unfortunately, Zoe cannot be held liable for any out-of-pocket expenses incurred as a result of workshop cancellation.
- Zoe in Stitches reserves the right to cancel or move a workshop due to unforeseen circumstances including illness.
- Where a workshop 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 workshops and items made in workshops 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



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