

# Terms and Conditions

## Bookings & Reservations

- Full payment is required at the time of booking apart from the 2 day courses. These can be paid as follows: £100 on booking and the following £75 four weeks prior. If full payment has not been received four weeks prior to the course starting the place will be forfeited.
- Unfortunately, we cannot hold places pending payment.
- Courses are for adults, aged 16 and above, unless stated otherwise. If you wish to book a place for a younger person on an adult course this must be checked prior to booking and an adult must accompany them. The adult will also need to purchase a place on the course.
- Payments can be made through PayPal (you DO NOT need a PayPal account to pay using this method) and you will receive an email from them to confirm your payment. You will also receive an email from us to confirm your place and details of the course (including how to find us and what you may need to bring with you). You should receive this within 48hrs of booking. If you do not receive this email, please do not hesitate to get in contact with us.
- Classes will be taught by Charlotte unless otherwise stated
- Bookings are taken on a first come first serve basis so if you wish to come as a group then booking together is advisable
- If booking for another person/s you must ensure that they are free for the course date.
- Arrival - If you arrive an hour late or more then you will not be able to join in the course as you will be too far behind to catch up so please aim to arrive 15 minutes before your course is due to start

## Cancellations & Transfers

- There may be occasions when unforeseen circumstances force us to cancel a class. Under such circumstances we will endeavour to transfer you to an equivalent course of your choice. If this is not possible, or you choose not to accept a transfer, then we will offer you a full refund for the cost of your course. We will not be able to offer compensation for transport or accommodation booked in association with your class and we recommend that you seek insurance to cover this situation. We also reserve the right to change a class, should this be necessary, but we will keep you fully informed and you will have the same options available to you as if it were a cancellation.
- Once you have placed your booking for a class, we are unable to offer a refund should you then choose to cancel your place or not turn up. If you would like to transfer to an alternative class, we require at least 4 weeks' notice prior to the date of your original class. Changes to bookings after this date will be subject to availability.

## Gift Certificates

- Gift certificates are available in the following amounts: £25, £45, £85, £100 and £175.00
- Gift certificates are non-refundable and cannot be exchanged for money.
- The full amount of the voucher must be used otherwise you will lose some of its value as this cannot be exchanged for money.
- Gift certificates are valid for 6 months from the day of purchase and the expiry date will be written on the certificate
- A hard copy certificate will be sent to you or if you wish for it to be sent straight to the recipient then the full name, address and postcode must be provided. This can be done on the 'notes to seller' section when paying with PayPal.
- Booking terms must still be followed by the recipient and places are on a first come first serve basis.

## Course Designs

- You will be taught many different designs during your course. All these designs and the methods for making the designs on the cakes that you are taught belong to Charlotte Hanson, The Cake Lady.
- By purchasing a class place, you are free to copy all of these designs for the purpose of your own cake making. If you run cupcake or cake decorating courses you must not use the designs which you learnt in our classes to advertise or run a class which is substantially the same. It is our intention to teach you skills which will enable you to come up with your own class designs and so offering the market place something original to you.
- If you run classes or intend to run classes in the future, you may not use lesson plans, structures, class format, photographs, notes, teaching techniques, pre class information, wording from the The Cake Lady courses or website for your own classes or the promotion of your own classes.
- As stated, the above terms and conditions mean that should you book a class you agree to be bound by these terms.