

# Cornish Pottery Holidays Terms & Conditions

## Payments

An initial payment of 30% of the total cost (as detailed on the Booking Form) must accompany the Booking Form, which reserves your place or places and is non-refundable. The outstanding balance must be paid in full at least 8 weeks prior to the course start date.

## Cancellation by Us

In the unlikely event that we are forced to cancel your booking due to circumstances outside our control, we reserve the right to cancel at any time and will only be liable to refund monies already received by us from you.

To operate, our courses require a minimum of 6 to 7 people. In the unusual instance that a course is undersubscribed, we may be forced to cancel your booking. You would be informed of this at least 8 weeks before the start date of the course. We advise that travel to Cornwall should not be booked until you receive this confirmation from us. If you decide to book travel before receiving this confirmation, then we cannot be responsible for any travel costs you have incurred.

## Cancellation by You

If you wish, for whatever reason, to cancel your booking more than 8 weeks before your arrival date, you must inform us immediately by telephone, followed by email confirmation. We appreciate that sometimes cancellation is unavoidable and we will usually endeavour to transfer your booking to another course providing there is availability. There will be an administration fee for this of £50 per person.

***We strongly advise you to take out travel insurance to cover cancellation due to other reasons, including illness and transport disruption.***

## Refunds

- A full refund minus the 30% deposit per person applies where e-mailed or written notice of cancellation is received more than 8 weeks prior to the start of the course.
- No refund will be made if you cancel, for whatever reason, less than 8 weeks prior to date of arrival.
- Once the week has begun there will be no refunds on unused portions if, for example, you need to leave earlier than planned or choose not to take meals.

## Alterations

We reserve the right, under unavoidable circumstances, to alter the timing and content of any course and to substitute any teacher or instructor at any time.

## **Care of the Property**

In the event of any breakages, losses or damage to the property please inform us immediately. You will be liable to pay the full cost of any breakages, losses or damages to the property.

## **Health and Safety**

Please observe the health and safety advice that will be provided on arrival. It should be noted that the house and its grounds contain several, often uneven, levels and are unsuitable for the disabled, frail or visually-impaired. One ground floor Superior room is suitable for people who have difficulty with stairs and is available on request on a first-come-first-served basis. There is no smoking anywhere inside the building.

Please inform us in advance of any allergies, disabilities, diabetes, pregnancy, epilepsy, learning difficulties etc. Pets are only allowed with our advance permission.

## **Property**

Any property of a guest (including any vehicle) is brought to Primrose Cottage at the guest's own risk and the proprietors accept no responsibility for any loss or damage to the property. Appropriate clothing for working with clay and pottery materials should be worn. We are not liable for any damage to clothing or accessories.

## **Liability**

- We will not be liable and do not accept responsibility for the loss or damage of any personal possessions or vehicles.
- We will not be liable for any loss suffered by you that is indirect, special or consequential.
- We will not be liable for any loss suffered by you resulting from any event that is beyond our reasonable control.

## **Holiday Insurance**

We strongly recommend that you and the members of your party purchase an adequate insurance policy for the duration of your stay, as we do not take responsibility for injury or loss/damage to yourself, your vehicle or your belongings during your stay. Nor can we refund you in the event that you cancel for any reason within 8 weeks of the start of the course.

## **What the price includes**

- Tuition as detailed (five full days, with guided trip on one afternoon and one free afternoon).
- Full board accommodation in Superior, Standard Double, Standard Twin or Single room.
- Provision of bed linen and towels.
- All meals (except one evening to visit a local pub or restaurant for dinner, the cost of which will be shared between those taking part).
- Complimentary wine or beer with lunch and dinner.
- Soft drinks, coffee and tea.

### **What the price does not include**

- Travel to and from Primrose Cottage.
- Taxis or car hire. (Taxis are available at Penzance station or we can arrange pick-up and delivery at £20 per person per trip.)
- Drinks requirements other than those listed above.
- Cost of firing/glazing more than three finished pieces and postal charges for delivering fired/glazed work. Firing of additional pieces is charged at £10 per kg per firing.

### **Declaration**

I have read and understood the above terms and conditions:

Name:

Signature:

Date:

**ONCE COMPLETED, PLEASE RETURN THIS DOCUMENT TOGETHER WITH YOUR  
BOOKING FORM TO:**

**[cornishpotteryholidays@gmail.com](mailto:cornishpotteryholidays@gmail.com) or  
Caroline Winn, 3 Western Terrace, Chiswick Mall, London, W6 9TX**