



Poema Jewellery Workshops

Terms & Conditions

1 General Introduction

1.1 These terms & conditions cover all courses organised & run by Poema Crafts including workshops, 1-2-1 sessions, or any other type of learning event, whether in the Poema Crafts workspace or any other venue.

1.2 By booking on to any of our courses you agree to abide by these terms & conditions.

1.3 Poema Crafts reserves the right to vary course content & these terms & conditions at any time.

1.4 These terms & conditions also refer to products purchased from Poema Crafts.

2 Application requirements

2.1 Learners must be at least 18 years old in order to attend our studio courses with the exception of the 'Introduction to Silver Clay' course where learners must be at least 16 years old.

3 Skill Levels

3.1 The current classes offered by Poema Crafts are beginner level. Please contact Pam prior to booking on to a course if you have any concerns about the skill level required. Poema Crafts is happy to assist with this but cannot be held liable if a learner books a course much higher or lower than their actual skill level.

4 What's included

4.1 Unless stated otherwise, courses include the use of all materials, tools & equipment. Please see the individual course details for further information.

5 Health & Safety

- 5.1 All participants should wear shoes with flat, non-slip soles & covered toes, preferably leather. Learners will not be admitted into the workspace without proper footwear.
- 5.2 Sensible clothing suitable for working with metal clay materials is recommended. Poema Crafts will not be held liable for any damage that occurs to clothing.
- 5.3 Long hair must be tied back.
- 5.4 All course participants will receive a short briefing on health & safety before commencing the course. Any learner acting in breach of the health & safety guidelines will first be warned & if they persist, they will be asked to leave the studio immediately without recourse to a refund.

6 Special requirements

- 6.1 Please inform us of any physical/mental disability or learning difficulties etc. at the time of booking the course.
- 6.2 The course workspace is currently within a family home, so please contact Poema Crafts regarding accessibility requirements for wheelchair users and discuss whether this is suitable.

7 Product Orders

- 7.1 All items, including course fees, are paid for in advance.
- 7.2 Where postage is required, we add postage & packing costs to the invoice.
- 7.3 Small orders are sent by 2nd class post. Higher value orders are sent by Special Delivery requiring a signature on receipt. We can also send small value orders by Special Delivery on request & subject to the customer paying the additional costs.
- 7.4 We aim to despatch all orders within three business days following receipt of payment.
- 7.5 Royal Mail delivery services are outside of our control & we take no responsibility for delays in their service.

8 Copyright & Acceptable Usage

- 8.1 Copyright of any course content developed by Poema Crafts is retained by Poema Crafts.
- 8.2 Any course notes or reference materials are provided to support learners in their studies & ongoing development & are issued for personal use only.
- 8.3 The sharing of course materials by print, press, photocopy, email, blogs, internet or any digital transfer medium is strictly prohibited without the express written permission of Poema Crafts. If in doubt, please contact us.

9 Payment

- 9.1 All classes need to be booked & paid for in advance.
- 9.2 Ideally, course payments are made using the Paypal link within the booking form. Details are included in the booking form or contact us.
- 9.3 Any cheques are to be made payable to P Alford & sent to 18 Mortimers Lane, Fair Oak, Eastleigh, Hampshire, SO50 7BD.
- 9.4 We also accept payment via bank transfer or via a SumUp payment link. Please contact us for more information.

10 Gift Vouchers

- 10.1 Refunds are not available on gift voucher purchases, nor can gift vouchers be exchanged for cash or other goods.
- 10.2 Gift vouchers will either be for a specified value or a specific course.
- 10.3 Vouchers with a specified value can be used to book any of our courses subject to the standard terms & conditions & as long as the booking is made prior to any expiry date printed on the voucher.
- 10.4 Vouchers for a specific course can only be used for that course & refunds cannot be given for failure to attend.
- 10.5 Gift vouchers are transferable, so if you are unable to attend your course, you may contact us to nominate another learner.

11 Cancellations, Changes & Refunds

- 11.1 For standard studio based workshops we require a minimum of 14 days notice if you wish to cancel your booking, in which case we will refund your fee or arrange an alternative date for you to attend the course. Learners requesting a cancellation less than 14 days before the studio workshop booked will only be entitled to a refund if we successfully re-sell your place. If we are unable to re-sell your place then no refund will be given.
- 11.3 You may request a change of workshop date up to 21 days prior to the start of the workshop that was originally booked. Transfer to any other workshop will be subject to availability.
- 11.4 Each standard workshop has a maximum number of places available & a minimum number before it can run. We review course viability seven days prior to the start date. In the unlikely event that we have to cancel a course, we will offer a suitable alternative date or a full refund.
- 11.5 If a workshop cannot run because of tutor illness, we will give as much notice as possible & we will offer a suitable alternative date or a full refund.
- 11.6 In the event of the cancellation of a workshop or class for any reason whatsoever,

Poema Crafts will not be liable for any third-party costs, such as travel or accommodation.

11.7 No refunds will be given to learners who do not turn up to workshops & courses they have booked & paid for.

12 Confidentiality

12.1 Poema Crafts is committed to protecting your privacy & using technology that gives you the most powerful & safe online experience. Our [Privacy Policy](#) applies to the Poema Crafts website & governs data collection & usage. By using the Poema Crafts website, you consent to the data practices described in this statement.

12.2 Poema Crafts collects personally identifiable information, such as your email address, name, home address or telephone number.

12.3 Poema Crafts will use your email address to send you occasional newsletters & updates with your opted-in permission.

12.4 If you already receive updates & would like to unsubscribe, please email us to let us know, or use the 'unsubscribe' option within any newsletter you receive.

12.5 Poema Crafts will not pass your personal details on to any other organisations.

12.6 Full privacy information is available on the [Poema Crafts website](#) or can be sent to you by post or email on request.

12.7 Poema Crafts will occasionally update this Statement of Privacy to reflect company & customer feedback