

THE BISCUIT FACTORY

Creative Workshops

Workshop Booking Policy 2024

Our workshops are provided by practising artists and creatives. We work with them to share their skills and expertise with people who are keen to learn more about the arts and crafts they specialise in. We are an independent business and so are the artists and makers we work with, so we have to operate a booking policy in order to ensure we can facilitate viable and enjoyable workshops for all parties.

It is important before booking therefore that you understand our workshop and booking policies. Making a booking is acceptance of these terms.

1. Bookings are final. Although we understand that some things can not be foreseen, bookings are non refundable or transferable.

2. If you can no longer attend, you may allow another person to attend in your absence by letting us know who will now be in attendance.

3. There are occasions where workshops do not achieve enough bookings to allow them to viably proceed. In these instances we will notify the workshop attendee (using details taken from the original booking) at least 14 days prior to the scheduled workshop. We will either :

a) issue a refund

or

b) with your permission, transfer your booking to a rescheduled date/workshop.

The only circumstances under which we would seek to cancel/reschedule your workshop within 14 days' notice would be those outside of our control, for example artist illness.

4. We have many workshop attendees coming to us from across the UK and beyond. Please note that we cannot guarantee that any workshop will definitely proceed, so any travel plans or associated costs are not the responsibility of the gallery in the instance where a workshop is cancelled or rescheduled.