



## **Terms and Conditions | Courses**

Last reviewed: June 2023

**Booking** Participants can book a course through the SSW courses page at [ssw.org.uk/courses](https://ssw.org.uk/courses). For all courses we ask for full payment upfront.

Bookings for courses are non-transferable. You must attend the booked course on the correct dates and at the stated times at the stated location (which is SSW unless otherwise outlined).

**Payment** Your space on the course will be reserved upon payment and you will receive confirmation of payment and booking by email.

All Courses available to book through our website are offered in pounds sterling (£). Prices quoted are inclusive of VAT. We are registered for UK VAT. Our registration number is 384 8603 20.

All prices are subject to change and availability, but will not be changed following receipt of payment.

**Personal** You warrant that all the details provided in the booking process for the purpose of booking a course are correct, and that the debit/credit card is your own, and

that there are sufficient funds available to cover the cost of the booking.

The details you provide for payment will be stored by our payment provider (Stripe) and used by Scottish Sculpture Workshop to service your booking. Personal details required from Course participants on the Participant Information Form, will be held by Scottish Sculpture Workshop in line with our Privacy Policy.

**COVID-19** Scottish Sculpture Workshop has put in place enhanced measures to protect our users and staff from COVID-19. These measures are outlined on our website.

By participating in Regular Practice you are consenting to the guidelines and measures set out in the SSW COVID-19 Information. Scottish Sculpture Workshop will not be held liable for any exposure to COVID-19 or related harm.

## **Cancellation**

If we have to cancel your booking for any reason we will refund 100% of the course cost.

If you are unable to attend your booked course, please let us know as soon as possible via email ([admin@ssw.org.uk](mailto:admin@ssw.org.uk)) or telephone. We will always seek to reschedule your booking in the first instance, but where this isn't possible we will refund 100% of the course cost up to 3 days before the course date. If the cancellation is made within 3 days before the course date and rescheduling isn't possible for either party, we will refund 50% of the course cost.

No refund will be given in a case of un-notified non-attendance.

Scottish Sculpture Workshop is not responsible for any cancellation or amendment costs associated with travel or accommodation in the instance of cancellation by either party for any reason. Your travel and accommodation arrangements are subject to the terms and conditions of the travel / accommodation company / operator through which you have booked it.

Participants are encouraged to buy flexible, refundable tickets and to purchase insurance which covers your trip.

**Substitution** Scottish Sculpture Workshop has the right to substitute the advertised course leaders.

**Our website** All attempts are made to ensure the information provided on [www.ssw.org.uk/](http://www.ssw.org.uk/) at any time is accurate. We will not be held liable for any errors or omissions. We will use all reasonable endeavours to correct errors or omissions as quickly as practicable after becoming aware or notified of these.

**Law** This contract shall be deemed to be made in Scotland. All contracts made between Scottish Sculpture Workshop and the participant shall be governed by Scots Law and any dispute arising therein shall be subject to the sole jurisdiction of the Scottish Courts.

Scottish Sculpture Workshop is a Charitable Company Limited by Guarantee, with Scottish Charity Number SC003223.

**Complaints** Any dissatisfaction with any aspect of the course can be addressed to Sam Trotman, Scottish Sculpture Workshop, 1 Main Street, Lumsden. AB54 4JN, or sent to [sam@ssw.org.uk](mailto:sam@ssw.org.uk).

## **Preparing for a course**

**Information** On completion of your payment, you will receive an email with an overview of your booked course, this will give more information on what to expect and what to bring with you.

**Medical** It is your responsibility to inform SSW in advance about any medical conditions which may affect your participation in the course. This is for safety reasons only and will be kept strictly confidential. Due to the nature of the facilities and processes used in the courses at SSW we need to ensure that participation with said medical conditions is safe. If the Course Leader considers participation to be high risk then we may ask for a letter from a medical professional to outline participant's ability to participate in the course. It is your responsibility to bring and have available any medication in sufficient quantity for the duration of the course and additional in case of having to self-isolate while resident at SSW.

## **Personal Care Assistants**

SSW endeavours to support users with Personal Care Assistants (PCA) to access SSW. Users must inform SSW Programme and Communications Manager in advance of confirming their booking if they intend to visit SSW with the support of a PCA. If this is possible the user's PCA will be welcomed at no additional cost, except where the PCA also plans to participate in the course or use the workshops. In this instance the PCA will also be charged as a second participant or Open Access user.

## **Pets and service animals**

Service animals are welcome at SSW within the main building, accommodation and ceramics workshop.

Unfortunately we cannot welcome service animals into the foundry, wood or metal workshops.

The staff team regularly brings their pet dogs to work. If you dislike dogs, have a fear or allergy please let a member of staff know and we will arrange for alternative dog-care. Due to there being dogs on site regularly we cannot welcome any other pets (including dogs) to SSW, except service animals.

**Travel** Participants must book their own travel to and from SSW. There is information on travelling to SSW on the contact page of our website.

**Accommodation** If the course is booked to include accommodation at Scottish Sculpture Workshop, one private room will be offered per booking either on site at SSW or at No. 17 (our communal house 2 minutes from the SSW site). Residential participants agree to abide by the site rules at all times and will undertake and sign a site induction form on arrival.

If by error, accommodation is not available at SSW despite being booked by a participant, the participant will be contacted in the first instance and a refund offered for the proportional cost of accommodation. If unavailability of accommodation makes it impossible for the participant to attend the course then a full refund for the course cost will be issued.

In some instances alternative accommodation in the local area may be suggested. SSW is not responsible for booking other accommodation and will not take liability for any experience or cancellation of alternative accommodation.

**Insurance** We advise participants to obtain travel insurance which covers yourself and your belongings. If you choose to

take part in a course without adequate insurance, SSW will not be liable for any losses or injuries.

**Limit of Liability** Your safety is of the utmost importance and we take great care to demonstrate safe techniques and processes. There will always be an experienced person leading the course and one first aider (they may be the same person). We will always deliver a thorough safety briefing at the start of the session and indicate safe practice throughout the course. Participants agree to abide by the SSW Health and Safety Policy and to follow the instruction of the Course Leader at all times. We cannot be held responsible for any injury or death that takes place through unsafe practice by course participants, in opposition to the above terms.

Scottish Sculpture Workshop reserves the right to cancel the booking of any participant if, in the opinion of course leaders, the participant's behaviour is not in line with our Shared Values Statement or Health and Safety policy.

PPE will be provided for all course participants, although you are encouraged to bring your own. PPE must be worn as directed by the course leaders. The required PPE will be indicated on the Course Information provided by email post booking.