

# TERMS AND CONDITIONS

## SSW COURSES PROGRAMME

Last reviewed: December 2025

### General

All users must treat each other, the staff, site, neighbours and local area with respect and work in line with [SSW's Community Guidelines](#).

### 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.

### Cancellation

If SSW has to cancel the course for any reason we will refund 100% of the course cost.

Course cancellation may take place if we have not filled enough spaces to make the course viable to run. If a course is not able to run we will inform you of the cancellation 1 week prior to the start of the course.

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. In the first instance we will seek to reschedule your booking. Where it is not possible to reschedule we will offer a 50% refund on the course cost up until 1 month before the course date.

No refund will be given in a case of un-notified non-attendance or notification of less than 1 month prior to the course start date.

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**

1 month before your course you will receive an email with an overview of your booked course and an SSW welcome pack, this will give more information on what to expect and what to bring with you.

You will also receive an arrivals form, a link to fill in an equalities monitoring form, and an access and support questionnaire - this must be completed prior to your arrival at SSW.

## **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 condition 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 any issues with weather etc that may effect travel.

In case of accident, emergency or illness, the SSW staff will assist in finding help to the best of their ability; however, they cannot assume liability for securing the right kind of help or proper care.

## **Personal Care Assistants**

SSW endeavours to support users with Personal Care Assistants (PCA) to access SSW. Users must inform SSW 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 for their own work. In this instance the PCA will also be charged as a second course participant.

## **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 metal workshop.

The SSW staff team can sometimes bring 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 the nature of our accommodation and 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**

All courses booked include accommodation at Scottish Sculpture Workshop. For this one private room will be offered per booking either on site at SSW or at a shared flat within the village. Course participants agree to abide by the Community Guidelines and 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.

### **Catering**

All courses in 2026/ 2027 at SSW are self catered. Course participants will have access to the SSW bothy or the SSW flat kitchen to make and prepare their own meals throughout the day. These are shared cooking facilities and as such SSW can not take responsibilities for any allergens present within these spaces.

If you have any dietary requirements or food related allergies please make this clear on your arrival form so that SSW can inform other staff members and course participants.

### **Insurance**

We advise participants to obtain travel and health 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 Community Guidelines 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 one month in advance of the course start date.

### **Property**

All users will respect the property (buildings, fittings, furnishings) of SSW and of other users, and will ensure that all private and shared spaces are left in the condition in which they were found following the course period.

Any work, equipment or materials, whether completed or in process, left on SSW premises at the end of the course period will be deemed to be donated to the organisation unless otherwise agreed by the Course Leader. Any work, equipment or materials deemed to be donated to the organisation will be reused, recycled or disposed of at the discretion of the SSW Technical Director.

Personal possessions, including materials, works, vehicles and equipment, are brought to, left and used on the premises at the user's own risk and SSW is not liable for any loss, theft or damage. The organisation provides no insurance for work, equipment or materials belonging to any user.

Users will adhere to legislation in respect of the copyright of any and all work, ideas, images or other material. Users are liable for any costs incurred by damage to SSW's movable or immovable property (buildings, fittings, furnishings, tools and equipment) through lack of care or malicious intent. Any such charges will be decided by the SSW Directors and added to a user's account for payment.

Users agree to abide by the Countryside Code and to respect the village of Lumsden, its inhabitants and surrounding areas.

## **Documentation**

Scottish Sculpture Workshop may use photographs, videos, profiles or stories, of work and/or users, for promotional, advertising, commercial, educational, research material and/ or archival purposes, among others. We will seek consent for this from each user through the arrival form. Users have the right to deny and withdraw consent for documentation.

Consent gives SSW the right to edit and retouch documentation at their discretion.

If using documentation provided by the user SSW will always include a credit line with relevant information and request this of external parties too.

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