



## Honesty Cookery School Terms & Conditions

### 1. Terms

1.1 By using this site and purchasing any products or gift vouchers, you agree to comply with these terms and conditions.

1.2 Any information provided on the honesty.co.uk site or on any literature you may receive is correct at the time of print. The contents of this site and the prices advertised on this site are posted in good faith and updated regularly.

1.3 For a full update on any course you have booked, please view the website or call 07708 620287. Please check details on your confirmation carefully upon receipt.

### 2. Courses

2.1 All courses offered are subject to availability and will only be reserved after full payment has been received.

2.2 Images and some dishes listed in course descriptions are only a guide to course content; amendments may be made at our discretion in lieu of seasonal availability.

2.3 Bookings are not confirmed or finalised until you have received a confirmation email from us.

### 3. Course requirements

3.1 A range of courses is available to suit all levels.

3.2 The cost of all courses includes the recipe pack, the ingredients, all equipment, aprons to wear during the course and light refreshments. Therefore, you do not need to bring anything to a course, but you are advised to wear comfortable shoes and clothing suitable for a kitchen or workshop environment.

3.3 You are also advised to arrive 10 – 20 minutes before the specified start time of any course.

3.4 All customers attending our courses are responsible for their own belongings and we accept no liability for any loss or damage to these.

3.5 If you have any allergies or special dietary requirements then please let us know at the point of booking. We can't guarantee that we can accommodate your allergy if we are told when you arrive for the class.

### 4. Changes to bookings

4.1 All courses are transferable up to (and including) 21 days before the selected course, subject to a cancellation fee of £10. Unfortunately, due to course logistics, you will not be permitted to transfer to a different course after this date. However, where you are unable to attend a certain date, you may instead select someone else to attend the course in your place. We are unable to offer full refunds if cancelling a course booking less than 28 days prior to the course. Please refer to our refunds policy below.

4.2 Please notify us of any change in the contact details provided as these will be used by the cookery school for all correspondence.

4.3 If the substituted course costs more than the original course or gift voucher, you will be asked to pay the difference prior to the substituted course; if the substituted course is less than the original course or gift voucher, the remaining credit will be refunded in the form of a credit note, which may be used towards any products or courses from the website, and will be valid for 1 year from issue.

4.4 We reserve the right to cancel or reschedule any course dates and, in this case, we will do our best to notify you as soon as possible of the rescheduled date. All attendees will be notified and will be able to transfer onto another course or receive a full refund if cancelling the booking under these circumstances.

4.5 Regretfully in these circumstances, we are not liable and are unable to reimburse any expenses you may have incurred in relation to the cancelled event.

## **5. Adverse weather**

5.1 We are not able to offer refunds or late notice amendments to courses where customers are unable to reach us due to adverse weather conditions. If you are unable to attend a class due to adverse weather conditions, please let us know as soon as you can. You may be able to claim on any travel insurance policies you have or took out to cover your trip to us.

5.2 In the event that you are unable to reach us, you may send someone else in your place. Please call us on 07708 620287 to let us know if this is the case.

## **6. Gift vouchers**

6.1 Following payment on our website, you will be sent an automated email confirmation and unique voucher code to the email address you have provided.

6.2 The purchase value of any gift vouchers may be used as whole or in part payment towards products or courses listed on this site.

6.3 Gift vouchers expire 1 year after purchase and therefore, gifts must be chosen or booked within this time frame. After the date set out on the gift voucher, it will automatically expire. Our staff are not responsible for reminding or informing customers when a gift voucher is due to expire.

6.4 Gift vouchers cannot be cancelled or refunded. Your gift voucher cannot be exchanged for cash.

6.5 Where necessary, a top up payment can be made to increase the value of a voucher to book a higher priced course. If the price of the course is lower than the value of the voucher, the remaining credit will be held for use until the voucher's expiry date.

## **7. Corporate Bookings**

7.1 For corporate bookings, courses are normally tailored to your requirements. Therefore, reservations must be made in advance and a non-refundable deposit must be paid upon booking. The remaining balance must be paid 10 days before the scheduled course.

7.2 Final numbers are due 10 days prior to the course date. If the number of attendees decreases after this date, then there is no refund available on the total price paid. If the number of attendees increases, then you will be asked to pay the outstanding balance prior to the course date.

## **8. Refunds and cancellations**

8.1 Please contact the school either via email or telephone and let us know the name of the person coming in your place if you are unable to make the class.

8.2 Occasionally, we may have to cancel or postpone a class at short notice (less than 3 weeks) due to unavoidable circumstances, or if a class is under-subscribed. In such cases, we will always try to give as much notice as possible and will notify all confirmed attendees offering a full refund or to move you to another cookery course. If the booking was made by voucher, we will reissue a voucher valid for 6 months. We will not be liable for any other costs or expenses that you may incur. If you need to arrange travel or overnight accommodation, we recommend that you seek appropriate insurance.

## **9. Refunds and Cancellations of Bespoke Bookings**

9.1 Any deposit paid shall be refundable in full where you cancel the group booking within 10 working days of making the original booking. All deposits paid are non-refundable if cancelling a group booking more than 10 working days after you have made the original course booking. 1

## **10. Intellectual Property**

10.1 The Honesty Cookery School name, logo and all related product and service names, design marks and slogans are the trademarks or service marks of Honesty Cookery School.

10.2 The copyright in all the material on this site or provided on the course is owned or licensed by Honesty Cookery School. Your access to the material does not give you a licence to reproduce, distribute or otherwise use this material, apart from downloading it onto one computer for your personal use only.

## **11. Links**

11.1 This site may also include links to other websites. These links are provided for your convenience only, and do not signify that we endorse those website(s). We have no responsibility for the content of the linked website(s).