



## **Terms and Conditions for Terra Mia Pottery Studio**

### **Courses**

- Our courses have a fixed duration and price. They can be booked via the website or app, with full payment required at the time of booking.
  - I kindly request that participants commit to attending all scheduled sessions.
  - There is a no refund policy for missed lessons once a course has begun.
  - A firing fee of £1.00 per 100g of finished work will be charged.
  - Payment for the firing must be made before collection.
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### **Membership: £110/month (Equivalent to £9.16 per hour)**

- Membership is set up through our website or app, requiring registration and a rolling direct debit of £110/month for 3 months. After 3 months, renewal is required.
- Each session is 3 hours long, and members have flexibility to choose dates, accommodating vacations and personal schedules.

### **Requirements for Membership:**

- For new members, the first 30 minutes of your first session will be dedicated to an induction.
- Members should have a good understanding of the ceramic process and be capable of working unsupervised.
- Bring your own apron and towel.
- Please ensure to clean all surfaces, tools, and items used, including cups for hot drinks.

### **Membership Benefits:**

- 1 session per week (4 sessions/month).
- Storage space for your tools, glazes, and materials.
- Your space is secured for the duration of your membership.
- Discounted firing rate of 50p per 100g for finished work.
- Access to studio glazes, clays, and equipment.

- If you miss a session, we'll work with you to reschedule a replacement session during your membership term.
- Access to a Members group via the Spaces app for updates, idea sharing, and techniques.
- Invitations to outings, events, and workshops.
- Unlimited hot drinks during sessions.

### **Cancellation Policy for Membership:**

- You may cancel your membership with 1 month's notice.
  - Upon cancellation, you must remove any stored tools, materials, and collect outstanding work to free up space for other members.
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### **Pay As You Go Sessions**

- Cost: £35 per session (3 hours long), which equals £11.66 per hour.
- Firing charge: £1 per 100g of glazed ceramics.
- Pay As You Go sessions have limited availability and depend on class size.

### **Key Terms for Pay As You Go Sessions:**

- No show = no refund or the possibility of rescheduling.
  - There is no storage for tools or materials, so please bring what you need and take it with you after your session.
  - Work must be collected and paid for as soon as it is ready, within one week of notification.
  - If you fail to arrange for collection within the week, your work will be disposed of or repurposed, and you will still be liable for the firing costs.
  - A payment link will be sent to you for the firing charge. Failure to pay the firing charge will result in a lifetime ban from the studio.
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### **Refund Policy**

- We have a no refund policy once a booking is made. However, a coupon of equal value may be issued, valid for 3 months. This coupon can be used for courses, workshops, or products.
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### **Minimum Number of Participants**

- A minimum of 3 participants is required for a class to proceed.
- If the minimum number is not reached, the class may be cancelled. You will be offered 2 alternative start dates or a coupon for the same value, valid for 3 months.
- Classes with insufficient participants may be postponed.

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## **Payment and Bookings**

- All courses, workshops, and memberships must be booked via [www.terramiapottery.co.uk](http://www.terramiapottery.co.uk) or through the Spaces app.
- Full payment is required at the time of booking.
- Cash payments are not accepted.
- If you join a waiting list, your spot may be offered to someone else if the space is not booked and paid for within 10 minutes.

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## **Gift Vouchers**

- Gift vouchers can be purchased through our website and are valid for 3 months from the date of purchase.
- Vouchers may only be extended in special circumstances by contacting us.
- Vouchers are valid for courses, workshops, or products.
- Vouchers are non-refundable.

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## **Taster Workshops (3 hours) - £120**

- Taster workshops are held on Saturday afternoons, from 3:00 PM - 6:00 PM. The fee covers firing and finishing of your pieces.

## **Participants Requirements:**

- Trim nails, tie back long hair, and wear something that can get dirty.
- Arrive on time for the workshop, and bring your apron and towel.
- Children under 12 must be accompanied by an adult.
- If the workshop is canceled due to low attendance, you will be offered an alternative date or a coupon.

## **Cancellation Policy for Workshops:**

- No refund policy applies for cancellations. A coupon for the same value can be issued in special circumstances, valid for 3 months.

## **Missed Classes:**

- We request that you commit to attending all scheduled dates for your course. Missed classes are non-refundable, and lessons cannot be carried over to future blocks.
  - Occasionally, we may offer a catch-up lesson if space is available. It is your responsibility to arrange this with the tutor within the booked block.
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### **Firing Charges:**

- The firing charge for courses and pay-as-you-go sessions is £1 per 100g of glazed ceramics.
  - For members, the rate is 50p per 100g.
  - The firing fee covers materials like clays and glazes, my time loading/unloading the kiln, and electricity costs for the firings.
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### **Timing for Collection**

- Your piece will be ready for glazing and firing within 4-6 weeks, depending on its size, complexity, and studio workload.
  - Once your work is fired, you will be contacted by text or WhatsApp when it's ready for collection.
  - Please arrange prompt collection by contacting me via email or text (07901425974).
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### **Uncollected Work**

- Uncollected work will be disposed of or repurposed if no contact is made within 6 weeks of your workshop or after being notified.
- Once fired, you will still be liable for firing charges, and an invoice will be sent for payment within 5 working days.