



Terms and Conditions

The Terms and Conditions below apply to all Zoe in Stitches classes and workshops. By making a booking, customers are agreeing to the terms and conditions below.

Bookings and Payment

- Fees will be calculated in advance and paid full in advance at the 1st class of each month. Failure to pay the fees on time may result in your place in the class being cancelled. Cash or card (processed by Sumup) paid to Zoe in Stitches is acceptable at the class or workshop venue.
- Payment can only be made online through the website www.zoeinstitches.co.uk and it is the customers responsibility to ensure all information provided on the bookings page is correct.
- Full payment is required at the time of booking online and all payments are processed by Stripe or Paypal.
- Places are only secure upon receipt of full payment.
- If a particular class or workshop becomes fully booked customers will have the option to be placed on a waiting list. The waiting list is for that specific class or workshop only as per the dates on the website booking page, it is not a reservation for a subsequent class or workshop.
- Alternative payments will be considered but not guaranteed by prior arrangement with Zoe Ballard who can be contacted at zoe@zoeinstitches.co.uk or through the website.

Cancellations and Refunds

- After a booking and payment has been made online the customer has a cancellation period of 14 working days to make a cancellation if they so wish in accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. To cancel a booking, customers must contact Zoe Ballard in writing via email zoe@zoeinstitches.co.uk or use the contact form on the website. A full refund will be provided in the form of a bank transfer if the request is made within 14 days of the initial booking. If a cancellation is made after 14 days but before the first session of the class or workshop then refunds will be considered on an individual basis. If the class or workshop starts within the cancellation period the right to a refund is lost.
- If for any reason a session is cancelled by Zoe in Stitches, for example due to tutor illness, then a refund for that session will be issued.
- Most classes are limited to 10 students and at least 5 students are needed to make a class. In the event of under-subscription, classes may be cancelled or re-arranged. We will give you as much notice as possible if this happens and you may be able to transfer to another class at the discretion of Zoe in Stitches or will receive a full refund. Unfortunately, we cannot be held liable for any out-of-pocket expenses incurred as a result of class cancellation.
- We reserve the right to cancel or move a class or workshop due to unforeseen circumstances including illness. Where a course is cancelled, we will contact you as soon as possible.
- We regret that we cannot offer refunds or transfers on any of our classes or workshops should you cancel. If you are booked on a class or workshop and do not turn up on the day then no refund will be given. Transfers onto an alternative class for that session may be offered at the discretion of Zoe in Stitches, contact Zoe Ballard before the start of the class you have booked on.
- If you decide not to continue with regular classes please give as much notice as possible to Zoe Ballard.



Concerns or complaints

- Any concerns or issues regarding any services provided by Zoe in Stitches should be directed to Zoe Ballard and emailed to zoe@zoeinstitches.co.uk or by phone on 07368 673672.
- Images of class sessions and items made in classes may be used in marketing material. If you do not want to feature in these advertisements please contact Zoe Ballard at zoe@zoeinstitches.co.uk.

The copyright and other intellectual property rights of all material on the website, including photographs and images are owned by Zoe in Stitches.

Zoe in Stitches reserves the right to amend the Terms and Conditions as and when necessary.

www.zoeinstitches.co.uk

zoe@zoeinstitches.co.uk

07368 673672