



Terms and Conditions

Classes

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

How do I pay for classes?

- Monthly fees will be calculated and sent in advance then should be paid in full before or during the 1st class of each month.
- Ways to pay:
 - cash or card (processed by SumUp) at the venue,
 - BACS transfer, bank details will be sent with the monthly invoice,
 - secure SumUp payment link, available on request,
 - online through the website www.zoeinstitches.co.uk processed by Stripe or PayPal, it is the customers responsibility to ensure all information provided on the bookings page is correct.
- Alternative payments will be considered, but not guaranteed, by prior arrangement with Zoe Ballard.
- You are paying for your place in the class. Places are only secure upon receipt of full payment.
- Failure to pay the fees on time may result in your place in the classes being cancelled.
- Zoe in Stitches does not hold any card details.

What happens if I need to cancel?

- After booking online through the website:
 - you have a cancellation period of 14 days in accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. To cancel, customers must contact Zoe in writing via email to zoe@zoeinstitches.co.uk or use the contact form on the website.
 - A refund (minus fees) will be provided in the form of a bank transfer if the request is made within 14 days of the initial booking.
 - If the class starts within the cancellation period the right to a refund is lost.
- If you are booked on a class and do not attend 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 before the start of the class you have booked on.
- If you decide not to continue with the classes please give at least 14 days notice to Zoe.



What happens if I go on holiday?

- If you intend to take a holiday please give Zoe in Stitches at least 14 days notice or you will be liable for the cost of the class you will miss. You must contact Zoe in writing via email zoe@zoeinstitches.co.uk or use the contact form on the website giving the dates of the classes that will be missed.
- A maximum of 4 holiday weeks can be taken per year (not inclusive of Bank Holidays).

What happens if the class is cancelled?

- If for any reason a session is cancelled by Zoe in Stitches, for example due to tutor illness, then a credit for that session will be issued.
- In the event of under-subscription, classes may be cancelled or re-arranged. Zoe 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, Zoe cannot be held liable for any out-of-pocket expenses incurred as a result of class cancellation.
- Zoe in Stitches reserves the right to cancel or move a class due to unforeseen circumstances including illness.
- Where a course is cancelled, Zoe will contact you as soon as possible.

Important Information

- 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 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.
- Zoe in Stitches reserves the right to amend class fees if necessary and will give at least 30 days notice before any change comes into effect.

Thank you
Zoe



www.zoeinstitches.co.uk
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