



2021 Workshop Terms and Conditions

Enrolling on Workshops

Payment for the workshops includes a £10 (inc VAT) non-refundable deposit.

Payment can be made through PayPal or BACS.

A payment link will be sent in the important workshop information by email upon receipt of a booking enquiry by telephone or email. The important workshop information also includes a consultation booking form which must be completed prior to attendance, the location and directions to the workshop venue.

The workshops are suitable for those aged 16 or over.

Gift Certificate

If you have received a gift certificate, a date for your workshop may have already been booked. If a workshop date has not been pre booked, please contact Maid in the Meadow either through the contact form on the website www.maidinthemeadow.com or by email allisondove@maidinthemeadow.com or telephone 07789226894, to arrange a date you would like to attend.

Gift certificates are valid from the date of purchase for 12 months.

Gift certificates purchased between August 2019 and December 2019 will be valid from May 2021 until December 2020.

Cash refunds will not be given in exchange for gift certificates.

Workshop Reservations

Provisional telephone or email workshop reservations can only be held for 5 working days pending full payment. If full payment is not received within 5 working days, the provisionally booked space will be cancelled.. If a booking is made at short notice (less than 10 working days before the course) then full payment must be made at the time of booking.

Payment

Payment for workshops must be paid on booking if booking through the website. No booking is considered as confirmed until full payment has been received. Confirmation of the booking will be sent to customers on receipt of full payment. Full payment includes a £10.00 non returnable deposit.

Cancellation

Cancellation must be given by telephone to 07789226894 or by email to: allisondove@maidinthemeadow.com The client will be liable for the following costs:

Less than two working days - the client shall remain liable for the whole cost of the workshop fee including the non-refundable deposit

Between two and five working days - Maid in the Meadow will refund 50% of the cost of the workshop course fee minus the non-refundable deposit

Over six working days - Maid in the Meadow will refund the full workshop fee, minus the £10.00 non-refundable deposit.

In the event that you cannot attend a booked workshop and do not wish to lose your deposit, you may transfer your booking to someone else, but you must notify us in writing/email or telephone at least 24 hours before the course date clearly stating the name of the person who will be taking your place.

We will do our best to transfer your booking to another date should you wish, but we regret that the non-refundable course deposit is not transferable, and a further non-refundable deposit of £10 will need to be made

Late Arrivals

Good time keeping is essential. Courses will start at the scheduled time and we regret that late arrivals will miss the beginning of the course and therefore some valuable information. At our discretion we may extend the course by up to 30 minutes.

Health & Safety

Making cosmetic products involves the use of potentially hazardous ingredients and equipment.. These ingredients and equipment are not harmful if handled and used correctly and adequate precautions taken.

Maid in the Meadow workshops will provide clients with information on best practice, correct handling procedures and provide safety advice in the use of all ingredients/products/equipment used in the workshops.

The client will assume all personal risk and liability for their own welfare.

Covid 19 - Masks must be worn in the workshop. Disposable masks, gloves and aprons are provided on the day and hand gel, liquid soap, bar soap and paper towels are all available for handwashing.

All working surfaces, equipment and ingredient containers will be cleaned with 70% IPA between workshops to prevent cross contamination. This is normal standard practice

Allergies

Please notify us in writing/email at the time of booking of any allergies or intolerances you have.

Dress Code

Clients should wear comfortable clothing and should be aware that they will be handling oils, butters and other ingredients that may stain clothing. Aprons are not provided, you are advised to bring a suitable apron to protect your clothes and if you have long hair, a band to tie it back with. As you may be standing for long periods of time when making products suitable footwear is advisable.

Food

Maid in the Meadow will provide tea, coffee and water. Clients will have a break for lunch and coffee / tea breaks during the day, but you are advised to bring a packed lunch as local shops or pub restaurants may not be open.

Photography

Photographs may be taken by us on a course and used on our website, social media or newsletters. If you do not wish for your photograph to be used you must inform us before the course begins.

Disclaimer

Maid in the Meadow has taken all reasonable care in sourcing and presenting accurate information during the workshops, but no responsibility is accepted for any inaccuracies or mistakes in the information, or loss or damage that may result from its use.

Maid in the Meadow reserve the right to cancel any event or re-arrange course date(s), time(s) and venue(s) and cannot be held responsible for any circumstances beyond our control, which affect the course date(s), content(s) or timing(s) including cancellation or rescheduling. If a course has to be cancelled, amended or rescheduled for any reason Maid in the Meadow will make every reasonable effort to make alternative arrangements or provide a full refund, including the deposit.

Maid in the Meadow will not reimburse you for any travelling/accommodation expenses you may have incurred and we recommend clients who incur high travelling expenses obtain their own travel insurance.

Maid in the Meadow does not accept responsibility for any accidents or misuse of training carried out by any clients whilst on a course or once they are in any home /office /work / public place. Clients carry out their training with Maid in the Meadow at their own risk.

Maid in the Meadow reserves the right to make changes without notice.

By booking a Maid in the Meadow workshop, the customer agrees to take full personal responsibility for any accident/injury that may be sustained whilst attending the workshop, waiving any liability whatsoever from Maid in the Meadow indemnifying Maid in the Meadow and/or any of its staff fully against any and all losses that may result from any legal action that may follow any accident or injury sustained whilst attending a workshop. Acceptance of the training by the client indicates acceptance of the above terms and conditions.

Conduct

Maid in the Meadow would like all their course participants to have a happy and productive day on our workshops, so we ask participants to show respect for each other and the workshop tutor. If you are abusive, disruptive or behave in a way which could cause damage to property, injure others or affect their enjoyment of the course, we have the right to ask you to leave the course and may refuse entry to future courses. If you are asked to leave the course for any of the above reasons Maid in the Meadow will not be liable to reimburse your course fee.