

Terms and Conditions & Privacy Policy

Email: jackalicecrafts@hotmail.com

TERMS

To ensure both parties understand the particulars under which we are doing business, we hereby set out the following terms and conditions:

Definitions

Seller, us, our, we: Jack & Alice Crafts

Buyer, You, Your: the person booking the product/service from us, even when booking is made on behalf of another party

Event: any Jack & Alice Crafts workshop, party or event

Booking terms

For public events/workshops/parties: all children under the age of 16 must be accompanied by an adult and or/have parental/guardian consent to attend. A booking is confirmed once a booking form/contract has been signed and/or full or part-payment is made. For all events £100 (or price of the workshop if less) non-refundable deposit is required.

For corporate events: a booking is confirmed once a booking form/contract has been signed and a 25% deposit is paid.

Payment and prices

Public events/workshops/parties: all public events, workshops and parties to be paid in full prior to the event being held.

Corporate events: a 25% deposit is payable upon booking and a final invoice (for the remaining 75%) will be raised 45 days prior to the event. The total fee must be paid before the event date; if not, we reserve the right to cancel the event without refund.

Conduct

Our workshops involve using a needle to felt the wool. Any children who are creating pieces (under the age of 8) must have parental supervision during the workshop. Participants will be fully briefed before and supervised during the workshop and are expected to follow all safety instructions provided by our staff.

Change of date & cancellation

In the event that you are unable to go ahead with your chosen date, provided you give more than 21 days notification, we will do our best to find another suitable date. If no suitable date can be found, the following cancellation fees shall apply:

Cancellation fees

For public events/workshops/parties: if the booking is cancelled/changed by you the following terms apply:

- 28 days and over – non refundable deposit
- 27 – 15 days prior to the booking - we will do our best to re-schedule
- 14 days or less – no changes or refunds

For corporate events: if the booking is cancelled by you 28 days or more prior to the event, we reserve the right to charge for any incurred costs. These may be for non-refundable expenses incurred by us such as staffing, equipment hire, materials and other related costs paid by us in advance so as to carry out the event for you. Cancellations must be made in writing, and the following terms apply:

- 27 - 15 days prior to the event 50% of the event's total fee will be payable

- 14 days or less before the event, the full amount is payable; no refund will be given

Our part

All equipment and consumables necessary to carry out the needle felting event/workshop/party will be provided by us. Unless agreed in advance, additional equipment such as tables, chairs, access to running water, mains electricity, etc. will be provided by you or by your venue provider.

For public events/workshops/parties: where we have provided the venue, the venue will comply with all health and safety requirements as well as current fire regulations.

For corporate events: you will provide and pay (if applicable) for a suitable venue for the workshop to be held.

Insurance

We provide Public and Product Liability Insurance for up to £2 million for all our events, both in our own venues and in your venue. A copy of this insurance is available upon request.

Law

This Agreement and all matters arising out of it shall be construed and governed according to English law and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

Privacy

How do we collect information from you?

All the information we hold about you will have been provided to us by you. This would either be by you attending one of our workshops in the past or shown interest in one of our events by either making an online enquiry via a website, by e-mail or by phone.

What type of information is collected from you?

We hold the following information:

- Name
- Email address

And if you have provided this to us:

- Business name
- Address of business or where you live
- Mobile telephone number
- Home telephone number
- Office telephone number

How is your information used?

We may use your information to occasionally advise you of offers, events and news.

Who has access to your information?

Only Jack & Alice Crafts has access to your information. We will not sell or pass your information to third parties for any reason.

Your choices

If you do not want to be on our mailing list you have the right to opt out at any time.

How you can access and update your information

You can email us at jackalicecrafts@hotmail.com to advise us of any changes and/or to contact us regarding any issue or questions you may have regarding the use of your data

You can also use the unsubscribe button at any time to opt out of messages we send to you.