

Newlyns

FARM • FARM SHOP • FARM CAFÉ • COOKERY SCHOOL

TERMS & CONDITIONS

By booking on any of our courses you agree to abide by our terms and conditions. We reserve the right to make minor amendments to the Cookery Courses content and prices without notice*.

What's Included:

Ingredients, utensils, knives, equipment and aprons are provided for all courses. On a 5-hour course, lunch is included in the course cost – please see appropriate course details for further information.

Health & Safety:

We ask that you dress appropriately for all courses and long hair must be tied back in the kitchen. All participants should wear shoes with flat, non-slip soles and covered toes. We accept no liability for personal injury or any loss of or damage to personal property.

Age Requirements:

For our one-day courses students must be 16 years or over. If under 16 years an adult must attend the course as well, as a paying customer. This does not apply to our children's cookery courses.

Special Dietary Requirements, Food Allergies & Illness:

We ask that you please inform us on booking of any allergies, disabilities, diabetes, pregnancy, epilepsy etc. We are unable to tailor our course content for special dietary requirements unless you are booking a minimum of 10 places on the course. However, we will be happy to discuss course content beforehand to allow you to make your own alternative eating arrangements if necessary. There is no reduction in fee in this instance. Those with nut allergies are advised that nuts and nut products are used at Newlyns Cookery School.

Children's Parties:

We accept bookings for groups of 12 children from 8 years of age. A 50% non-refundable deposit is payable when booking in order to guarantee your party date and time. 14 days prior to the Party we will require the balance to be paid in full, along with the completed food allergy form provided, stating each child's name, in order that our chefs can plan the menus accordingly. At least one adult must accompany and supervise every 6 children throughout your party.

Payment:

We accept MasterCard/Visa Credit Cards and Switch/Solo/Maestro Cards and BACS payments. All cheques should be made payable to Newlyns LLP. All payments for Demonstrations and One day courses should be made in full at the time of booking. Other than Corporates, Private Events and Children's Parties, we do not take provisional bookings and cannot confirm your place on a course until we receive full payment.

Newlyns Gift Vouchers:

Our gift vouchers are valid for one year, the course must have booked and attended within the year.

Cancellations:

At Newlyn's Cookery School we have achieved, what we believe, to be a good balance between our competitive prices and the requirements of our customers. As a result of this we have developed a 21-day cancellation policy. This policy applies to all cookery classes.

Cancellations more than 21 days from the date of the course:

Outside of the 21 days from the date of the course we can be flexible. If we have notice, then we can rebook you onto another course. A standard administration charge of £10 will apply. If you can provide a replacement participant, you are welcome to do so at no extra cost. If you wish to cancel your booking, we will offer you your money back less the standard cancellation booking fee of £10.00.

Cancellations made less than 21 days from the date of the course:

Inside the 21 days from the date of the course, we will re-list your course place for sale. If we are able to resell your place, we will refund you the cost of your course less £10.00 administration fee. However, if you can provide a replacement participant, you are welcome to do so at no extra cost. Inside 21 days we are not able to move you onto another course. Unfortunately, we are unable to offer any refunds inside 21 days of the date of the course through illness or on compassionate grounds.

Cancellations by Newlyn's Cookery School:

In the event of cancellation by ourselves, we undertake to provide a suitable alternative within a reasonable period of time. If this is not possible we endeavour to make an immediate full refund of the event.

*Newlyn's reserve the right to photograph classes on occasions, for promotional and publicity purposes