

National Glass Centre
Terms and Conditions for Bauble Glass Blowing Workshop

National Glass Centre want your experience with our glassblowing team to be safe and enjoyable so, please familiarise yourself with the terms and conditions below before booking a glassblowing workshop

Please ensure you wear:

Sturdy enclosed footwear (no sandals, stiletto heel shoes or ballet pumps)

Cotton based clothing, such as Jeans and tee shirts (no synthetic fibres)

It is advisable to bring a small bottle of water with you to stay hydrated

1. Our glass blowing workshop is available to those aged **12 years and over**. Any person aged 12 to 18 who wishes to take part must be accompanied at all times by a responsible adult, who will be required to sign a disclaimer on their behalf.
2. The price for the workshop is due in full at the time of placing your order and is non-refundable, subject to clause 4 in Sunderland Culture's Terms and Conditions. We accept payment by cash or credit or debit card if you purchase at our Visitor Services desk or by credit or debit card if you purchase online.
3. Exchanges - you may not cancel your order, although the experience is transferrable and so you may allow a friend or family member to attend in your place. You must make sure you arrive on time for your experience as we have a number of groups on the same day. We cannot delay the start of the experience and if you miss your scheduled time we are under no obligation to arrange an alternative or refund your money, subject to clause 6 in Sunderland Culture's Terms and Conditions.
4. National Glass Centre reserves the right to cancel a workshop if circumstances arise which are outside its control. In this event you will be advised of vacancies on alternative dates. If you do not wish to book on an alternative date, a full refund of fees will be made to you.
5. National Glass Centre will send you confirmation of your purchase by email on receipt of payment in full. Prior to your experience you will also be sent any further details of the course programme, and information on anything that you may need to bring with you. It is your responsibility to ensure the contact details you provide are accurate.
6. Pieces that are made have to be annealed overnight meaning that they can't be taken away at the end of the day. Your item/s will normally be available for collection one week after your workshop. We will store your item/s for collection for up to three weeks. After this point we reserve the right to dispose of the work. We can also arrange for your item/s to be delivered to you at an address in the UK by a courier at your expense. We will inform you of the cost of the courier and you must make payment in advance. We accept no liability for damage to your item caused while it is in transit.

7. If you have any concerns about personal health restrictions that may impact on your experience or any health and safety questions that you would like us to answer, please contact us in advance. Under no circumstances should you participate in an experience while under the influence of alcohol. We may in our absolute discretion determine that it would not be appropriate to allow you to participate in the experience for reasons of health and safety in which case we may cancel the agreement between us.

General

You can contact us with any queries or complaints at our email address info@nationalglasscentre.com or by post at National Glass Centre, Liberty Way, Sunderland, SR6 0GL.