

# National Glass Centre

## Terms and Conditions for:

### Make A Glass Pumpkin Workshop 2021

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

- 1.** Our Make A Glass Punmkpin Workshop is available to those aged 16 years and over. Please note that anyone between the age of 16 and 18 years old who wishes to take part must be accompanied by a responsible adult for the duration of the session.
- 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 credit or debit card if you purchase at our Visitor Services desk or 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.** If you or a member of your party have tested positive for COVID-19, preventing you from attending an event or performance for which you have booked tickets, please contact us up to 24 hours before the event with evidence of a positive test and we will credit you or refund your tickets. If you have purchased tickets for a performance via an approved agent, please see their booking terms and conditions for the event and contact them directly.

If you show symptoms after your visit, please contact the NHS directly on 111 or 119 and follow government guidelines.

We will send you a pre-event email ahead of your visit to keep you updated on the latest Covid-19 guidance. Please also check our website, which will be regularly updated with further details, updates and information - all information is correct at the time of publication and is subject to changes to Government guidelines.

- 5.** 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.

6. 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.

7. 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.

8. On rare occasions, your pumpkin may crack during the cooling process, if this happens we will make a replica/replacement pumpkin for you – in addition to your pumpkin which we will also give you if it is not deemed to be unsafe.

9. 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](mailto:info@nationalglasscentre.com) or by post at National Glass Centre, Liberty Way, Sunderland, SR6 0GL.