

TERMS & CONDITIONS AND REFUNDS/CANCELLATION POLICY

CLASSES AND COURSES | MESSUMS STUDIOS

Messums Studios is the educational community-facing branch of Messums.org. As such, the studio operates on a not-for-profit basis, and by booking one of our courses you support the wide work we do. All proceeds from the studio go directly back into the running of the studio. We are here for our creative community, without whom we would not exist. Cancellations, refunds, and the rescheduling of your booked activity add pressure on the administration of the studio. Please check the course information and your availability before booking a course. Thank you.

OUR CANCELLATION AND REFUND POLICY:

Our regular classes and short courses run according to a schedule. Please check your availability prior to booking your course. Individual sessions missed during your regular term-time course are non-refundable and non-transferable.

If attending regular tutored pottery sessions, you might opt to pay an additional fee of £55, an enhanced buffer on top of your course fee which will allow you to make up to three missed sessions by attending another class.

We understand that sometimes cancellation of a full regular class or short course is unavoidable. In this case you can either request a refund or for your course fee to be held as credit and applied to another course with Messums Studios (admin fee of £25 will apply, Messums Studios reserves the right to withhold this option).

A full refund for regular classes or short courses can be requested if cancelling no less than three weeks before the start. A cancellation fee of £25 will be deducted from the full refund. If cancelling less than three weeks prior to the start of the regular class or short course a partial refund of 50% of the course fee can be requested, less cancellation fee of £25. Any bookings cancelled within three working days prior to the start of the course will not be eligible for a refund. Messums Studio reserves the right to resell any vacant sessions.

Our bespoke sessions are booked according to the availability of the student and tutor. Due to the intense schedule of our regular activity, we only have limited availability for our bespoke offer. £50 deposit will be requested when booking a bespoke session. A booked bespoke session can be rescheduled free of charge one calendar month or earlier prior to the booked date. The rescheduling fee for a booked bespoke session less than one month before the session is £15 which will be added to the final bespoke session fee. This fee is applied to each request to reschedule. There are no refunds.

Gift vouchers are valid for one year and the booked session may be rescheduled once during this time. Ownership of a gift voucher does not automatically guarantee a space on a course; the space on each course is subject to availability.