



BOOKING TERMS & CONDITIONS

- Courses and workshops are only available for purchase online at www.northcotepottersupplies.com.au
- To secure your place in a course or workshop we require full payment at the time of booking. We can offer payment plans, with full payment received by the course start date. To inquire please email education@northcotepottersupplies.com.au

COVID-19 SAFETY & CANCELLATIONS

- Northcote Pottery Supplies will work in accordance with current government requirements which may be subject to change:
- If we are not able to run a course or workshop due to changes in COVID restrictions or lack of staff:
 - 6 Week Courses and Short Courses will be rescheduled to a future date.
 - Try the Wheel and single session Workshops will be cancelled and students issued a full refund. Try the Wheel and single session Workshops will not be rescheduled.
- If you are not able to attend a class due to illness or needing to isolate:
 - Participants in 6 Week Courses and Short Courses are not eligible for a partial or full refund and normal class absence terms apply. Please see **REFUND / TRANSFER / CLASS ABSENCE** for more details.
- Try the Wheel and single session Workshops bookings can ONLY be refunded if there is another student to take the place and cost, or a minimum of 1 weeks notice is given before the scheduled session so that NPS can readvertise your place in the class. Cancellation refunds will incur a 5% administrative fee. You may seek a replacement to take your place.

REFUND / TRANSFER / CLASS ABSENCE

- Bookings can ONLY be refunded with at least one weeks' notice AND if there is another student to fill the vacancy. Cancellation refunds will incur a 5% administrative fee.
- Cancellations made with less than one week's notice will forfeit the full fee, as your booking takes up a space for another student. You may seek a replacement to take your place up until the beginning of the course only.
- Once a course has begun there are NO REFUNDS or TRANSFERS.
- Class purchases cannot be transferred to another day, time or term.
- We do not offer make-up classes due to our high volume of students. If you are unable to attend a class please be in contact with education@northcotepottersupplies.com.au, and we can arrange for your work to be covered, trimmed or glazed and keep in time with the class schedule.
- Any work that is not completed in class can be completed at the cost of the student or discarded.
- A minimum of five people are required to run courses and one-day workshops. Northcote Pottery Supplies reserves the right to cancel a class if the minimum number of bookings are not reached. You will be notified at least one week prior to the class if cancellation is deemed necessary and a full refund will be provided.
- Please note that we do not take responsibility for any pre-existing health condition or injury that may be exasperated by attending our workshops or courses.

GIVING A COURSE OR WORKSHOP AS A GIFT

- If you are buying a course or workshop as a gift please alert the recipient to the Terms & Conditions.
- If you have purchased a class or workshop as a gift it is your responsibility to ensure the recipient is available for the class you have purchased – as outlined above, classes and workshops are not transferrable to another time or date.
- Please note that Gift Vouchers are not valid for education programs. NPS Gift Vouchers are only valid for Retail Store, Studio Access and General Firing Purchases.

STUDENT RESPONSIBILITIES

It is the student's responsibility to:

- provide correct contact details when enrolling to ensure Northcote Pottery Supplies can provide confirmation and up to date reminders.
- to check email folders for confirmation and reminders.
- to know the class dates and attend class.
- to collect their classwork from NPS. Work will take approximately 2-3 weeks to fire after class finishes, students have up to a month to collect their work after being notified it is ready for collection via email. Uncollected work is donated to a local charity or disposed of.
- to ensure that they don't have any prior medical illness or injury that will be exacerbated by attending the selected class, and if unsure to seek medical advice, or discuss the condition with a staff member at Northcote Pottery Supplies before enrolling.

NPS RESPONSIBILITIES

- To provide a clean, safe and fully functional studio space.
- To provide expert guidance in the form our tutors to support students through their chosen classes adhering to the curriculum advertised.
- To provide all clay, tools, glazes and decorating materials required, and to bisque and glaze fire classwork in a timely manner.
- To provide course confirmation, important information and updates via the email provided by students.

STUDIO ACCESS

At the completion of a full six week term, all students are eligible for **one free full day** in studio access (valued at \$40). To redeem this session students **must** email the education coordinator to book in a date. Students may not turn up to the studio without a booking, as sessions need to be approved by the education coordinator to ensure there is space available and they are eligible.

The free session is valid up to the start of the next six week term, after which it can longer be redeemed. Students **cannot** redeem their free session during term, unless with prior approval from the education coordinator for extenuating circumstances.

Students are not allowed to access their classwork, clay, and tools outside of the scheduled class times during the term. If students wish to practice during term time, they need to purchase or bring their own tools and clay and pay for studio access. This is to prevent loss of student work, tools, and materials. Studio Access can be booked online or in person during store opening hours.

WHAT DO I NEED TO BRING?

Students will need to bring along an apron and an old towel, and ensure you wear clothes you are happy to get a little messy and wear closed-toed shoes. It's also a great idea to bring along a water bottle with a closable lid. All other tools and materials will be provided.

COURSE INCLUSIONS

Course fees include one bag of class clay, access to class glazes and decorating materials, firing costs and tuition for the course. Extra clay will not be available during courses, it is strongly encouraged throughout term that clay is reclaimed and students are critical with the work they choose to keep so that the clay does not run out. When collecting work after the completion of the course please bring your own box and packing materials. Students may not purchase additional clay or bring clay and other glazes from home. Work is to be completed during the allocated workshop time. By removing class work from the class the student agrees to pay for firing and materials outside of the workshop fee.

WORKSHOP INCLUSIONS

Workshop fees include materials required for the workshop and tuition. Firing and glazing is included in workshop fees, unless otherwise stated in the workshop outline. Work is to be completed during the allocated workshop time. By removing class work from the class the student agrees to pay for firing and materials outside of the workshop fee.

FIRING OF WORK

We take extreme care with your work but accidents do happen and we are unable to guarantee that all your work will be successfully fired. Our education team will always endeavor to explain firing mishaps caused by maker error such as glaze dripping, s-cracks and breakages in bisque.

Work will take approximately 2-3 weeks to fire after class finishes, and students have up to month to collect their work after being notified it is ready for collection via email. It is the students responsibility to arrange collection within this timeframe. If work is not collected within this time it will be disposed of or donated to a local charity to make space for the next term's courses.

Parking: Angle parking is available across the road from Northcote Pottery Supplies. Paid parking is available on Weston St at the Tip Top Car Park. Be careful not to park in time limited spaces as inspectors regularly parole the area.

Tutors: All Northcote Pottery Supplies tutors have extensive experience in their field and are experienced teachers. Our workshops are designed to cater to a variety of skill levels and most workshops are suitable for beginners to more experienced levels unless otherwise stated in the outline. Our workshop tutors actively seek feedback from participants during class. If you have further questions about our workshops please contact us on 03 9387 3911 or email education@northcotepottersupplies.com.au