



High St Newnham GL14 1BS, T: 01594 510740, E: [info@thegeorgeatnewnham.co.uk](mailto:info@thegeorgeatnewnham.co.uk)

## BREADMAKING WITH DEDE LISS

# TERMS & CONDITIONS

By booking to take part in our breadmaking classes, you agree to accept the following terms and conditions, which are governed by the law of England and Wales and shall be subject to the exclusive jurisdiction of the English courts.

### CLASS INFORMATION

The George (also referred to as “we” or “us”) will provide ingredients, equipment and aprons for the course. In addition, you will be given copies of the recipes used during the class to take home with you at the end.

We undertake to run the classes with all reasonable care and skill, and in accordance with our promotional materials; however, we reserve the right to make variations if necessary.

All classes are subject to availability and bookings are accepted on a first-come first-served basis. Bookings are not finalised until payment has been received.

Bookings may be transferred with our consent. We will make every effort to accommodate your request to transfer the booking to another date. Please contact us directly should you wish to transfer the booking.

If you cannot attend a class you may send someone else in your place. Please let us know the name of the attendee in advance of the class.

Breadmaking classes will be run in groups of no more than 5. This may vary from time to time without notice.

### ALLERGENS

Please be aware that it is your responsibility to let us know of any allergies or intolerances, particularly to nuts, gluten or sesame. We will do our best to accommodate food allergies, but we cannot be held responsible for any issues arising from not being informed in advance.

### REQUIREMENTS

You are advised to arrive 10 minutes before the specified start time of the class.

When you book, it is your responsibility to ensure that the details you provide are correct. You must inform us of any changes to the details as soon as reasonably possible.

Please let us know in advance if you have any food allergies – it is your responsibility to let us know of any allergies or intolerances. We will do our best to accommodate food allergies but we cannot be held responsible for any issues arising from not being informed in advance.

### *Photography and filming*

Please do not take photos or film anything or anyone other than yourself or your own work during the class. It is a breach of privacy and is very disruptive. If you do take photographs, be sure to wash your hands before touching anything in the kitchen or bakery

### HEALTH & SAFETY

We are not liable for any damage which occurs to clothing or belongings.

Long hair should be tied back when in the kitchen. Appropriate clothing and flat shoes with covered toes must be worn.

A Health and Safety briefing will be given at the start of the course. By attending the class, you agree:

- to adhere to the requirements set out in the Health and Safety briefing;
- to comply with all instructions given to you by the tutor;
- to uphold reasonable standards of cleanliness and behaviour.

### LIABILITY

We accept no liability for accidental damage or injury resulting from the actions or omissions of our staff or for any loss of income or revenue, loss of profits or contracts or any indirect or consequential loss or damage that you may suffer as a result of our breach of contract or negligence.

This does not exclude or limit in any way our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any matter which it would be illegal for us to exclude our liability.

All those attending our classes are responsible for their own belongings and we accept no liability for any loss to damage to these.

### PRICES AND PAYMENT

Unless otherwise agreed by us in writing, the price for the class shall be as set out on The George website.

Full payment must be made at the time of booking. Your place on any selected class shall only be reserved after full payment has been received.

### CANCELLATIONS AND REFUNDS

#### *CANCELLATIONS BY US*

We reserve the right to cancel or reschedule any class dates and we will do our best to notify you of any changes as soon as possible. If for any reason we cancel or postpone the class, we will endeavour to rearrange the class on an alternative date within a reasonable period of time. If this is not possible, or you are unable to attend the class on a revised date, the full purchase price of the class will be refunded to you.

Unfortunately, in these circumstances, we are not liable for, and are unable to reimburse, any additional expenses you may have incurred in relation to the cancelled class.

#### *CANCELLATIONS BY YOU*

If you cancel your five working days or less before the date of the class, you will still be charged the full fee for the class.

If you cancel the class giving prior notice of 28 working days or less (but more than five working days) from the class date, the booking may be transferred to another class, subject to availability, but no refund will be given.

If you cancel the class giving prior notice of more than 28 working days from the class date, you will be fully refunded the fee paid.

Nothing in these terms and conditions affects or limits your statutory rights.

## COMPLAINTS

We will endeavour to respond to any complaints within 5 working days. Please direct any complaint you may have to [info@thegeorgeatnewnham.co.uk](mailto:info@thegeorgeatnewnham.co.uk) or in writing to us at The George, High St, Newnham GL14 1BS.