



## **Terms and Conditions**

By becoming a client of Taylor Made Cake Courses you enter into a contract by which you:

- Confirm that you are willing to participate fully in the course at the specified time and date. Full payment only, secures your place on any course.
- Payments must be made, in full via the online web shop in advance of the course date.
- Agree to pay the relevant fees. Course payments are non refundable. Extenuating circumstances will be considered at Taylor Made Cakes discretion.
- The course venue and Taylor Made Cakes premises requires that you keep excessive noise to a minimum and use your vehicle responsibly when arriving and departing. **5mph only within the business estate.**
- Agree not to plagiarise the work of others or in any way try to pass yourself off as competent by means of deception. All course content and imagery are protected as Artistic Works of Jane Taylor.
- Agree to take full responsibility for your actions and opinions.
- Confirm that you have, or are willing to secure access to, relevant materials where the course necessitates this.
- Taylor Made Cakes premises is a totally nut free environment. This is to ensure no allergic reactions or health concerns regarding allergens to any customer, student or visitor.
- Agree to provide any dietary preferences, requirements or allergy information at least 10 days prior to the course date (TMC is a completely nut free premises (as stated above), students are more than welcome to bring refreshments and or a light lunch to any tutorials providing there are no nuts present in any food)
- Unlimited drinks ie tea, coffee and water are available for all students, customers, or visitors.
- Adequate toilet facilities are available. As well as hand sanitisers and cleaning equipment.
- Fire procedures can be located in the information folder located on the premises.
- Fire doors and emergency escape routes are clearly sign posted.
- Full risk assessment and food health and safety documentation is available upon request.
- Agree to take full responsibility for any damages to equipment or the venue itself caused by yourself or directly by your actions.
- You may be photographed/filmed during the course duration for marketing and training purposes. You reserve the right to opt out of being photographed/filmed for any reason. Please make this clear in an email at least 10 days prior to the course date.
- We reserve the right to refuse clients for any reason.



- Face-to-face courses normally run with a suitable minimum of participants. Should a course be cancelled because of shortage of participants you will be offered a place on an alternative course date.
- In the unlikely event that your course tutor is unwell or unable to teach a course due to unforeseen circumstances, the course date will be rescheduled with acceptable notice (10 days minimum).
- Smoking is prohibited throughout Taylor Made Cakes premises, there is a smoking area located at the far end of the car park, please ask for directions should you require them.
- Course places are limited to 12 per class to ensure the best experience for attendees. These will be allocated on a first come first served basis, however there will be a waiting list for those who are unable to secure a place on their chosen date.
- Taylor Made Cakes teach only tried and tested methods and skills, due to the nature of this craft Taylor Made Cakes cannot guarantee the desired success of every attendee but will endeavour to provide thorough and relevant course content.
- Course times and layouts are subject to minor changes at Taylor Made Cakes discretion.