1 FEES

1.1 Full payment of the fees upon booking is required in order to secure your place. Places CANNOT BE RESERVED without FULL PAYMENT unless otherwise agreed by Learn Floristry Surrey (LFS).

2 PAYMENT

2.1 Fees can be paid via a bank transfer or in person.

3 MINIMUM AGE REQUIREMENT

3.1 You must be at least eighteen years old at the time of booking.

4 CANCELLATIONS AND REFUNDS

4.1 Exchange or refund if you change your mind can be offered within 14 days of your class or course start. If you change your mind after that we are will transfer you to another course but unfortunately will be unable to offer a refund. Please note that if you notify us that you need to cancel within 7 days of the class or course start date we will unfortunately be unable to offer any refund or exchange due to us purchasing materials. If you have issues relating to the current pandemic and self isolation, please contact us and we will be happy to discuss your booking.

4.2 We reserve the right to amend or cancel any of our workshops or classes.

4.3 If we cancel a workshop or class, we shall endeavour to give you at least one week’s notice.  You will have the option of transferring to another workshop or class or having a full refund of the fees.

4.4 We will not be liable for any losses arising as a consequence of any modification or cancellation of workshops/classes or timetabling constraints as set out above, beyond the cost of the course fee.

5 MATERIALS AND EQUIPMENT

5.1 All equipment, materials and flowers are provided within the fees unless stated otherwise.

6 PHOTOGRAPHY AND VIDEO

6.1 You may take as many photographs of your OWN WORK as you wish during the workshop/class.

6.2 Please ask permission of other attendees before taking photographs of their work, or using their work on your website.

6.3 You are not permitted to take videos during tutor demonstrations.

6.4 LFS have the right to take photographs/videos during the workshops/classes to use within our marketing. If you do not wish to appear in these, then please make the tutor aware of this at the start of the session.

7 HEALTH AND SAFETY

7.1 Attendees are expected to follow Health and Safety guidelines that are given at the start of each workshop/class.

7.2 Attendees are asked to wear appropriate clothing and footwear during the course.

8 ALLERGIES

8.1 LFS cannot be held responsible for any medical issues arising from, but not limited to proximity contact, scent, physical contact or any other form of contact to any component, fresh, preserved or otherwise.

8.2  We do sometimes provide refreshments at our workshops/classes.  Please make us aware of any food intolerances when booking your workshop/class.

9 PARKING

9.1 On street parking is at owners risks.

10 FORCE MAJEURE

We shall not be liable for any failure or delay in the performance, in whole or part, of any of our obligations arising from or attributable to acts, events, omissions or accidents beyond our reasonable control including, but not limited to, strikes, lock-outs or other industrial disputes (whether involving our workforce or the workforce of any other party), act of God, war, riot, civil commotion, terrorism, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery or heating, lighting, air conditioning or telecommunications equipment, fire, flood, storm, pandemics, epidemics or other outbreaks of disease or infection, or failure in the external supply of electricity, water or telecommunications (including internet) connections.

14 GIFT VOUCHERS: SPECIAL TERMS AND CONDITIONS

14.1 Gift vouchers are purchasable online, over the phone or in person (by appointment).

LFS WEBSITE ACCESS

TERMS OF SERVICE

We reserve the right at any time to modify or discontinue LFS website (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the LFS website.

In using our website you agree to act in accordance with the law and accept and abide by all of our Terms and Conditions and Terms of Service. You may not alter, amend, impair or interfere with our website in any way. If you default negligently in any obligations set out in these Terms of Service, you shall be liable for all losses and damages that this may cause to LFS.

PRICES

The price of any or all of our workshops will be as quoted on our website except in cases of obvious error.  The prices of the LFS workshops are liable to change at any time and we reserve the right to modify or discontinue service without notice at any time.  We shall not be liable to you or to any third party for any modification, price change, suspension or discontinuance of a service.

REFUSAL OF TRANSACTION

We reserve the right to refuse to process a reservation/booking for any reason, or refuse service to anyone at our sole discretion and at any time during our processes.

PERSONAL INFORMATION

Your submission of personal information is governed by our Privacy Policy.

ERRORS, INACCURACIES AND OMISSIONS

Although we make every effort to be accurate, there may be information on our website that contains errors.We reserve the right to change or update information on our website if it is inaccurate at any time without prior notice.

INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights regarding the LFS website including, but not limited to, text, graphics, design, logos, photographs, images and all other materials are owned by LFS. No trademarks or content may be copied, reproduced, sold or used without our prior written consent. If we believe our intellectual property rights to have been breached you must at our direction return, delete or destroy any copies of the materials you have duplicated.