



## TERMS & CONDITIONS

### Booking, cancelling & further agreements

Hola Lola!

Thanks for taking the time to read through our Terms & Conditions and agreements, please read them carefully. If any questions may arise, feel free to reach out to us through our contact form online or give us a call.

### **BOOKING A COURSE, DROP-IN OR CURIOUS CLASS**

Enquiries about classes, workshops and other events are always welcome. If needed, we can provide extra information and give you a quote. If you wish to formally join a class or confirm a workshop, an invoice will be issued to be paid within the provided time frame (which is always before the relevant event, or the first day of class). Check your invoice carefully to assess the dates.

### **Bookings**

How can I book and confirm a course, drop-in or curious class? Once you have reached out to us by mail, text or phone call you will receive an email containing all the information needed. This email contains an invoice - read this carefully and take note of the due date and cancellation period. Your booking is confirmed by paying the invoice and providing a written through mail or text. **By paying the invoice you are agreeing to our Terms & Conditions and therefore are subject to our cancellation policy.**

### **Last minute bookings**

When contacting us, we try our best to reply as soon as possible and accommodate you in our studio. In the case of last minute bookings (a week or less before the event) we expect quick responses as logistical planning is needed. Please take into consideration that **there is no cancellation period and immediate payment is required** to confirm your reservation. In order to speed things up, please read our FAQ and descriptions on the website.

### **CANCELLATION POLICY**

**Cancellation period:** all bookings need to be paid before the (first day of) event. Up to 1 month before the event, cancellation is free of charge. Exceeding this limit will result in a percentual charge of the total amount due. In case of a last minute cancellation (less than a week before the event) you will be charged the full amount due. It is possible to reschedule your course for the following 8-week course. Drop-ins and curious classes need to be re-taken within a two month period. Please speak to your contact person about this.

You will automatically be notified when the invoice has not been paid on time. **This way you will have a chance to still fulfil the payment. If you fail to make the payment two weeks prior to the start of the workshop, we will cancel your reservation.** Please keep this mind as it is essential to organise ourselves and our workshops in an orderly manner.

## **Cancelling the course**

We offer several 8-week courses throughout the year. If you have signed up through our waitlist you will be contacted once a spot opens up. Changed your mind? Let us know as soon as you have made your decision and we will take you off the list.

A. Booked and paid for the course - but wish to cancel? Contact us immediately as we can accommodate another student in your place. Please keep the **cancellation period** in mind.

B. Cancellation of the course before the starting day incurs a €35 administration fee for both paid and unpaid classes upon sign-up.

Once you have received all the information and accompanying invoice on the course, please make sure to pay the invoice within the determined cancellation time in order to formalise your enrollment in the class. The determined cancellation time for the 8-week course is specified in the invoice. Failing to pay on time will result in losing your spot in the class.

## **Cancelling a class**

If you are sick or have to cancel at the last minute, please let your teacher know as soon as possible. We will try to accommodate you in another class to **make up for the missed class**. You can also trade your missed class with another student through the Hola Lola Studio Whatsapp group. Please ask your teacher to join the group. All missed classes must be re-taken within the 8-week duration of the course.

Running late? Please let your teacher know. You can choose to join later or to skip the class completely. This, however, is **your own responsibility**. If you decide to skip the class, a retake has to take place within the 8-week course. Switching and re-taking classes can easily be arranged through our student Whatsapp group.

If you wish to partake in the 8-week course but know beforehand that you will not be able to attend one or multiple classes (e.g. due to a holiday), firstly check if you can switch a class with another student through our Whatsapp group. If that is not possible, you can check if a spot opens up in another class during the course. Nonetheless, making up missed classes remains your own responsibility. Keep in mind that **it is not possible to sign up for less than 8 classes**, the full course amount has to be paid in order for you to join the course. We kindly ask you to consider this when joining as we like to keep the group together and create a **friendly environment**.

## **FURTHER AGREEMENTS**

### **Termination of Course**

Hola Lola Studio reserves the right to terminate the course for any student who fails to adhere to our rules, safety measures, or displays disrespectful behavior towards teachers or fellow students. We have a zero-tolerance policy for any form of disrespect. In the event that we deem it necessary to terminate a student's contract, we will refund the remaining balance for any classes that have not yet been completed and administration costs. Any unfinished coursework or materials may be collected by the student upon termination of the contract.

### **Pickup**

We fire your pieces various times during the course. Some of your pieces will be done during the course, and some pieces will be fired after the final day of class. The teacher will inform you when the pieces are ready for pick-up. We kindly ask you to follow the instructions provided by

your teacher.

Due to the number of students and workshops, our shelves tend to fill up quickly. While we want to remain flexible and give you enough time to schedule a pick-up, we ask you to pick up all the pieces **within 5 weeks of notification or your last class**. We will send out reminders through our Whatsapp group and hold on to your pieces as long as possible. Nevertheless, we organise several “**shelve clear outs**” a year where we will dispose of all the pieces that have not been picked up.

### **Pick-up times**

Pick up can be done at the beginning or end of classes (see our schedule online) Please contact your teacher for any possible exceptions. Once you have scheduled your pick up, make sure to bring some wrapping paper, bags and/or boxes to transport them safely.

### **What if my piece breaks?**

During classes we will provide information on all the steps it takes to finish your piece. In any case, it is always possible that - due to unforeseen circumstances - your piece chips or breaks. Ceramics is a volatile and complicated process where your pieces are subject to various external circumstances. It is therefore possible that your piece experiences some breakage along the way. If we can fix this, the teachers will do everything possible to repair your piece. If, however, this is not possible, we kindly ask for your understanding. Additionally, we can teach you how to repair the broken piece or you can simply make something new. Luckily you will have the time and experience to make a new piece!

### **Kiln costs**

If you are a member of the Clay Collective or follow a course, kiln costs apply. Kiln costs are the costs for firing and glazing your pieces. The kiln uses a lot of energy and the costs depend on how much you make and how much space your pieces take up in the kiln. The costs are determined by measuring your pieces after the glaze fire. In the studio we have a special measuring table with costs based on size. Please inform your teacher or contact person and they will send you a digital payment request.

### **Waitlist**

If you are interested in a class and the class is full or the current course is not finished yet, we can place you on our waitlist. We ask for your phone number and email so we can contact you once a spot opens up or the new course starts. We prioritise current students and allow them to maintain their spot in the next course. If certain spots open up, we consult the waitlist and will reach out. You will receive some general information on the course and we will ask you if you still wish to join. If so, we will send you an invoice and the aforementioned cancellation rules apply. If for any reason you do not wish to be on the waitlist anymore, we kindly ask you to inform us as soon as possible. It saves us some admin and logistical work, thanks in advance!

### **Safety measures**

We welcome new participants with open arms in our studio. We hope you enjoy clay just as much as we do. In order to have a pleasurable experience, we have some rules in the studio. As we are working with machines, kilns, glazes and other sharp tools, it is crucial to **work in an orderly manner**. At the beginning of a workshop or course we go through these safety measures and rules. We therefore kindly appreciate everyone being on time. Ceramics is a learning process and the teachers will always make sure you work safely. We therefore ask you

to pay attention, listen to your teacher and in general be attentive to what you are doing. Ultimately **we want everyone to be safe** and to be able to enjoy the process of clay.

### **Who can participate?**

We wish our studio to be an open and safe space and welcome anyone who is interested in learning about clay. We kindly ask you to follow our safety measures and read our terms & conditions and follow our other general agreements. We welcome all participants from the ages 12 and up as we work with certain tools and machines that are not suitable for kids. People who are pregnant can join the class, however, further in the pregnancy the belly might get in the way of using the wheel (comfortably). People who have back pain or injuries might experience some pain whilst using the kiln as the position is quite inclined. We would advise to start with handbuilding as this can be done on a different type of chair or standing up. Please consider this when signing up and ask for our advice through the contact form if needed.

People who have respiratory issues might experience some discomfort when in the studio as the materials (glaze, clay and ceramic dust) can be quite fine. We clean the studio after every class and have several deep cleans throughout the year, but depending on your sensitivity, it might affect you differently. We ask everyone in the studio to prioritise their health at all times. We will make sure gloves and masks are provided for everyone that requires them.