



## TERMS & CONDITIONS | Workshops Booking, cancelling & further agreements

Hola Lola!

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

### BOOKING A WORKSHOP

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 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). **Once the payment has been fulfilled, you have officially booked the workshop**. Check your invoice carefully to assess the dates.

### Bookings

How can I book and confirm a private or corporate workshop? 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 workshop. Up to 1 month before the event, cancellation is free of charge. If you cancel the workshop less than a month before the event, a percentage of the total costs will be charged depending on the proximity of the event.

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.

Once your workshop is formally booked (see above) you are subject to the cancellation policy. In all cases it is possible to **reschedule**. If you wish to do so, you will be given a gift voucher

which can be redeemed **within one year** of the first booking for the same amount the original booking was for. It is not possible to negotiate a partial refund.

#### Changing the number of participants

If one of the participants is sick or can't make it, you can get a total refund for that person if you cancel their spot at least one month before the event. If you cancel less than a month before, a percentage will be charged based on the proximity to the event date. It is also possible to find a **replacement** for this person, in which case there will be no extra charges.

If you wish to increase the number of attendants please inform your contact person at Hola Lola Studio. Note that various factors determine whether it is possible for an extra person to join or not. Therefore keep in mind that in order for every attendee to have a pleasant and fulfilling experience, ultimately the teacher will determine if expanding the number of attendants is possible or not. Naturally, if more people join, the invoice will be adapted accordingly.

#### Corporate workshops

If you have booked a workshop on location or in our studio, the aforementioned booking and cancellation policies apply.

### FURTHER AGREEMENTS

#### Pickup

After completing the workshop, you will be notified when your pieces are ready to be picked up. Waiting time depends on how quickly the pieces dry, the amount of pieces and the general workload. Keep in mind that it can take up to 8 weeks. We kindly ask you to follow the instructions provided.

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**. We will send out reminders 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 can be done at the beginning or end of classes (see our schedule online). Please inform your contact person at Hola Lola 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.

#### Delivery

In case you booked a corporate workshop, it is possible to schedule a delivery to your (office) location within Utrecht. Please make sure to discuss the possibilities with your contact person beforehand. Depending on the amount of pieces (and therefore transport safety) and distance, charges may apply for the rent of a car or electric bike.

#### What if my piece breaks?

During the workshops 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.

If your piece is completely broken, you are more than welcome to pick up a piece of clay and make something at home. Once you are done, you can bring your piece to the studio and we will finish your piece just as we do with other workshop pieces. No extra costs will be charged. We will provide you with instruction on how to best transport your piece.

#### 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 wheel 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.