# The New Artisan Training Company Ltd (Trading as Cheddar Upholstery School)

# Terms of Business

Before booking one of our courses, classes or workshops we would ask you to read through the following Terms and Conditions, along with the benefits of becoming a student with us, so that you understand our policies and procedures regarding your purchases.

***Please note that we are a small business who values our relationships with all our customers and will always ensure that we are fair in our dealings with you.***

# Cancellation Policy

**Cancellation up to 6 weeks prior to commencement of courses**

Sometimes, things change, and we understand, but we also need some reassurance that our courses are running smoothly and at capacity. So, we sincerely hope you understand that if you purchase one of our courses, classes or workshops, we will only offer customers a full refund **up to** **6 weeks prior** to the commencement of the course. However, you must notify us in writing of your intention to cancel your place within this time limit. However, we will always offer you alternative dates first.

**Cancellation within 6 weeks of commencement of courses**

We understand that sometimes life can get in the way of us pursuing our passions. So, if you need to cancel your place on one of our courses **within 6 weeks prior** to the commencement of your course but would still like to take up a place on one of our future courses we can offer you a credit note for the full value of your booking which you can spend on any alternative dates to suit you. This offer is subject to availability of places on other courses but as we run the same courses and workshops throughout the year, we will endeavour to find dates that will be acceptable to you. You need to contact us as soon as you are aware of the situation and we can have a conversation.

**What happens if Cheddar Upholstery School cancels a course?**

In the rare circumstances of us having to cancel one of our courses we will always offer you the next alternative dates available within 6 months. If those alternative dates are not acceptable to you then you can request a refund, however, the refund that we offer will be for **50% of the course fees paid**. We are confident that, as we run so many courses on different dates throughout the year, we can find alternative dates for customers to choose from.

Please note that these policies do not affect your consumer rights but are a reflection of what we feel is fair to you and fair to our business.

# Our Upholstery Community

Whether you are someone who just wants to come for a 1-Day course to find out whether upholstery is something for you or whether upholstery is a craft that you have always wanted to take up, we welcome you to our little community of crafters! For those of you that suddenly discover your passion for upholstery and would like to do more we have some lovely offers and events to make you feel at home here at Cheddar Upholstery School, so please read on:

**Flexible Credits**

We understand that occasionally you may not be able to make one of your classes over a six-week course so we offer students credit notes for those dates which can be taken on other courses or on other dates in the calendar. Occasionally we also put on extra dates to accommodate everyone. This offers great flexibility for you and ensures that you do not miss out on your precious upholstery time.

Please note that any planned absences need to be notified to your tutor at the start of the course in order to request a credit, although we can offer some leeway in an emergency situation. We want to make sure that our students are happy upholsterers!

**Benefits, discounts and added extras!**

One of the great things about being a student of Cheddar Upholstery School is that we offer all returning and continuing students additional benefits and discounts. So, once you have completed one of our Weekend or Weekday Courses, you will be automatically entitled to any of the following:

* Weekday Courses – 6 classes for the price of 5
* Weekend Workshops – 20% off purchase price
* Additional 5% off fabric purchases up to 20%
* Special invitations to masterclasses and other events at discounted rates

All the above are subject to availability.

# Contact details

If you have any questions or concerns about this document, please contact jill@cheddar-upholstery.co.uk or telephone **07800 962748**. We always value feedback and are happy to take on board any feedback or ideas designed to improve our service.

***The New Artisan Training Company Ltd, 2025***