# Terms & Conditions / Service Level Agreement

Smart Hands Studio – Creative Woodwork for Young Minds
Operated by Charlotte Cala

## 1. Introduction

These Terms & Conditions govern participation in woodwork sessions provided by Smart Hands Studio, operated by Charlotte Cala, a sole trader. By enrolling a child in any session, parents/guardians agree to abide by these terms.

## 2. Services Provided

• Structured woodwork sessions for children aged 3-11 years.
• Supervised use of age-appropriate tools and materials.
• Instruction in safety, tool handling, and creative woodworking projects.

## 3. Bookings and Payments

• Bookings can be made via the link on our website. It is the parent/guardian’s responsibility to ensure all information provided for a booking is correct, including:
● The child’s full name and age
● The parent/guardian’s email address and emergency contact numbers
● Any detailed information on allergies, medical conditions, special educational needs, or behavioral issues of the child attending.
• Full Payment is required at the time of booking and can be made via bank transfer. Places are only secure upon receipt of full payment.
• If a workshop/course/holiday course is fully booked, customers may be placed on a waiting list for that specific session.
• Regular Attendees: Booking information will first be communicated to regular clients via email, flyers, and promotional material, with a rebooking period of one week for existing clients.
• New Clients: Bookings will be opened to new clients on a first-come, first-served basis once the rebooking period ends.

## 4. Cancellations and Refunds

• Cooling-Off Period: Customers may cancel within 7 working days for a full refund, provided the cancellation is made via email or contact form before the course has begun.
• Refunds: If a session is cancelled by Smart Hands Studio (e.g., tutor illness), a refund will be provided.
• No Refund for Missed Sessions: No refund will be provided for missed sessions due to illness, holidays, or other personal reasons.
• Unexpected Closures: In the case of unexpected closures (e.g., extreme weather, strikes), no refund will be issued.
• Changes to Programs: Smart Hands Studio may amend activity programs, schedules, services, dates, times, and/or venues without refund or compensation.

## 5. Supervision and Conduct

• Parent/Guardian Responsibility: Parents must ensure their child is dropped off and collected on time. If a child is to be collected by someone else, parents must notify Smart Hands Studio in advance.
• Late Collections: Persistent late collections may result in refusal to allow the child to continue the session. No refund will be issued in such cases.
• Behavior Expectations: Workshops and courses are inclusive and safe. Any unacceptable behavior may result in cancellation of the child’s place, with no refund provided.

## 6. Health & Safety

• Risk Assessments: Smart Hands Studio conducts thorough risk assessments and follows strict safety protocols.
• Safety Education: Children will receive education on risk management, tool handling, workspace organisation, and safety equipment use.
• Minor Injuries: Minor injuries (e.g., bruises, splinters) may occasionally occur. Parents/guardians acknowledge and accept the inherent risks of woodworking activities.
• Acceptance of Risk: By enrolling their child, parents/guardians accept the risks associated with woodworking and agree that Smart Hands Studio is not responsible for minor injuries.

## 7. Clothing and Personal Property

• Clothing: Children should wear old clothing, as Smart Hands Studio is not responsible for damage to clothing during sessions.
• Personal Property: All personal property is the responsibility of the child, and expensive or treasured items should not be brought to the studio.

## 8. Water and Snacks

• Water: Parents/guardians must provide water-based drinks for their child, clearly labeled with the child’s name.
• No Snacks: Due to health and safety reasons, no snacks are allowed during sessions.

## 9. Media & Photography

• Photography: Photos may be taken during sessions for promotional purposes. Consent will be obtained at registration, and parents/guardians may opt out at any time.

## 10. Liability

• Insurance: Smart Hands Studio holds public liability insurance to cover any accidents or incidents during sessions.
• Participant Risk: Participation is at the child’s own risk, and Smart Hands Studio is not liable for any injuries, except in cases of negligence.

## 11. Safeguarding

• Safeguarding Measures: All staff and volunteers hold valid DBS checks and follow safeguarding protocols.
• Concerns: Any safeguarding concerns should be raised directly with Charlotte Cala.

## 12. Data Protection

• Personal Data: Personal data will be stored securely and used solely for operational purposes. Smart Hands Studio complies with GDPR and will not share personal information with third parties.

## 13. Changes to Terms

Smart Hands Studio reserves the right to amend these terms. Any updates will be posted and notified in advance.

## 14. Contact Information

Smart Hands Studio
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