

## Terms and Conditions for Cowshed Creative Gift Vouchers

Cowshed Creative gift vouchers can be redeemed against any creative course listed on the Cowshed Creative website. The gift vouchers are available to buy in any amount, with a minimum spend of £20.

Each voucher contains a unique code, which is needed to verify the voucher and book a course.

Once purchased, the gift voucher is sent to you by email. You can either print it out or forward the voucher by email to the recipient. Confirmation of your purchase will also be sent to you by email.

**Please inform the recipient:** Any workshop, subject to availability can be 'purchased' from the Cowshed Creative 2025 programme. Cowshed Creative gift vouchers are dated from the date of purchase and only valid for the 2025 art and craft programme and can not be 'carried over' to the following year. Voucher are non-refundable.

### **Redeeming your voucher**

To redeem a voucher please contact us directly and give the code on your voucher to Cowshed Creative when you book. Once the code has been given, your voucher is effectively 'spent'. We also need the attendees full name, phone number and postcode.

Gift vouchers can be used as full or part payment for the course. If the course fee is higher than the value of the original voucher, the difference will need to be paid to Cowshed Creative by bank transfer in order to secure the booking.

Some vouchers are bought for specific workshops and dates. If you are unable to attend and would like an alternative date, a request must be made no later than a month before the printed date and this will be subject to availability. Failure to contact us within this time will make the voucher null and void.

Neither Cowshed Creative nor tutors can give cash change for vouchers, but any excess can be used to pay towards any additional material charge.

Vouchers must be kept safely and securely. Cowshed Creative will take no responsibility for any loss you may incur as a result of theft, impersonation or identity fraud. We do reserve the right to cancel vouchers that we deem to have been obtained fraudulently.

### **Refunds**

Refunds can only be made on unused vouchers bought direct from Cowshed Creative within 14 days of purchase. Refunds are always made to the person who purchased the voucher.

### **Cancellations**

Once you have confirmed your booking date with Cowshed Creative you have agreed to our terms and conditions regarding cancellations and changes.

If you tell us more than 4 weeks prior to the workshop date, you can transfer to another workshop, subject to availability. Alternatively we can issue you with a credit that must be used within that calendar year. In both instances a 20% admin fee will be charged.

If you tell us with less than 4 weeks' notice, your payment is non-refundable and non-transferable.

If we manage to re-sell your place within 4 weeks of the course date we will give you a credit to the value of your voucher to be used within the 2025 programme minus a 20% cancellation fee .

The best solution is to find someone else to take your place. You must inform us of the name change, their contact details and any dietary requirements before the day of the workshop.

**If we cancel your course**, you can use your voucher to book an alternative course. Sometimes we may need to cancel the course at short notice for reasons beyond our control, such as adverse weather conditions, illness or mechanical breakdowns. We will try contact you the day before the course but we recommend that if you are travelling some distance, you check that the course is going ahead before you leave. We regret that in the event of cancellation, Cowshed Creative is unable to reimburse travel, accommodation or any other expenses you may incur.

Cowshed Creative is not liable for refunds or expenses you incur in the event we are prevented from fulfilling your booking as a result of circumstances beyond our control. Such circumstances shall include (but will not be limited to) war, terrorism, serious crime, industrial action, flooding, natural disaster, epidemics/ pandemics or such similar events ("Force Majeure").

### **Restrictions**

Certain courses are subject to certain requirements such as physical strength or accessibility. Details of each course are available on our website, along with our access statement. Please check carefully before making the booking that the course is suitable.

### **Description**

We try to ensure that all information provided by Cowshed Creative about each course is accurate and up to date. All prices quoted are subject to change.

### **Availability**

All courses are offered subject to availability, with individual artists and craftspeople running the sessions. Please book as early as possible and please do not make arrangements in connection with the booking until it has been confirmed with Cowshed Creative

### **Complaints**

We appreciate your feedback, so please bring any comments or issues to our attention as soon as possible, so that we have a chance to put matters right.

**Other Terms and Conditions**

All the above terms and conditions apply as a condition of using our vouchers, whether or not the voucher holder is the original purchaser. Cowshed Creative reserves the right to change these terms from time to time without reference to customers. These terms and conditions do not affect your statutory rights as a consumer, and are governed and in accordance with British law.