

Workshop Terms and Conditions

Full payment is required to secure a booking unless an alternative arrangement has been agreed upon with Carolyn in advance.

Cancellation Policy

Full refund: Available if cancellation is made at least 14 days before the workshop.

Partial refund (50%): Available for cancellations made between 7–13 days before the workshop.

No refund: Cancellations made 6 days or less before the workshop, as it is unlikely the spot can be filled.

Transfer Options

Participants may transfer their booking to another available workshop date or to another person at no extra cost.

Transfers must be requested at least 48 hours before the workshop unless due to special circumstances.

Special or Unforeseen Circumstances

We understand life is unpredictable. If you are unable to attend due to special or unforeseen circumstances (e.g., illness, bereavement, or emergencies), please contact us as soon as possible. You may be offered a refund, credit, or transfer.

Refunds, credits, or transfers may be granted at Carolyn's discretion in special circumstances, depending on the situation.

Workshop Cancellation

If a workshop is cancelled (e.g., due to illness, unforeseen circumstances, or insufficient bookings), participants will be offered a full refund, a transfer to a future or rescheduled workshop, or credit toward another workshop of their choice.

In the event of a cancellation, we will provide as much notice as possible and clearly communicate the available options.

Accessibility

Mosaic Memories is committed to making its workshops accessible to everyone, including those with disabilities, carers, youth, and young adults. If you require assistance or accommodations regarding your participation, please let us know in advance so we can support your participation.

Workshop Preparation

Each workshop requires significant preparation, materials, and travel expenses. Your payment helps cover these costs and ensures the workshop goes ahead.

Materials Policy

Basic mosaic materials (e.g., tesserae, adhesive, and grout) are included in the workshop fee.

Additional or specialised materials (e.g., specific colours, premium tiles, or unique substrates) will incur an extra charge, payable before the workshop begins.

Any additional material costs will be discussed and agreed upon in advance and must be paid before the workshop begins to ensure availability.

If you have specific material requirements, please inform us when booking so we can ensure availability and provide costings.

Contact Information

For cancellations, transfers, special circumstances, or material requests, please contact Carolyn at carolyn@carolynash.co.uk or 07810 895480.

Safety Protocols

The safety of all participants is our top priority. The following protocols must be adhered to during the workshop:

Default Cutting Policy:

All cutting of materials will be performed by the workshop instructor or designated staff unless otherwise agreed in advance.

This policy ensures safety and consistency in the quality of cuts.

Use of Personal Cutting Equipment:

If you wish to bring and use your own cutting equipment (e.g., tile nippers, glass cutters, or wheeled nippers), you must notify the instructor at least 48 hours before the workshop.

All personal cutting equipment must be inspected and approved by the instructor before use.

If you do not have prior experience using cutting equipment, the instructor will provide guidance and supervision.

Eye Protection:

If cutting equipment is used during the workshop (whether by the instructor or attendees), all participants must wear eye protection.

Eye protection will be provided if needed, but you are welcome to bring your own.

General Safety:

Long hair, loose clothing, and jewellery must be secured to prevent entanglement with tools or materials.

Liability:

By attending, participants acknowledge they do so at their own risk and agree to follow all safety protocols. The organiser is not responsible for any injuries or damages arising from failure to adhere to safety protocols or misuse of tools, except in cases of proven negligence.