

## Terms and Conditions

### Evening Art courses and workshops at The Old Slaughterhouse

#### How to book

The price shown is the standard price of the course or workshop

Places fill up quickly so your booking will only be secured once we receive payment. Make your booking as soon as possible using one of the following methods. You can book online at any time using the link at the bottom of the relevant course or workshop page. For those unable to book online we will take bookings by post or in person-please make cheques payable to Escape Arts, and state which course and course date on the back, and send Admin Dept., The Old Slaughterhouse, The Yard, Off Sheep Street, Stratford upon Avon Warks CV37 6EE. In person at The Old Slaughterhouse, by cash, cheque, credit or debit card – public opening hours are Thursday 1pm-4pm, Friday and Saturday 11am-4pm. If you have difficulty paying for a course in one go, please call us to see if we can help. If you have any queries please contact Ali on [aliallen@escapearts.org.uk](mailto:aliallen@escapearts.org.uk) 01789 532110 We also accept payments by BACS ( CAF Bank, Sort code 40-52-40, acc no. 00018832 please reference with Evening/your surname and the date of the course)

When you book a course or workshop you will receive a receipt by email. If, for any reason, the course/workshop does not go ahead we will notify you by telephone or e mail as soon as possible.

#### Refunds

If you cancel a course or workshop less than 7 days before it is due to start a 10% administration fee will be deducted from any refund. Cancellation within 48hrs of the start of a course or workshop does not qualify for a refund. A full refund will be given if The Old Slaughterhouse cancels the workshop/course. At our discretion, we may offer a credit note to be used for another course/workshop at The Old Slaughterhouse.



## Privacy

The Old Slaughterhouse collects your email address and telephone number in order to contact you with regards to the courses. Using the internet involves the collection of electronic data. By communicating electronically with us, you acknowledge and agree to our using your personal information in this way. We may also use this information to inform you of any news of upcoming courses. You may opt out by emailing us on [info@escapearts.org.uk](mailto:info@escapearts.org.uk)

Credit/debit card details that are used with our izettle card mpos system to complete the transaction process are not seen, or retained by The Old Slaughterhouse.(please see details below) If you have any queries about your personal information please contact [info@escapearts.org.uk](mailto:info@escapearts.org.uk)

## Security information

We ensure your credit or debit card details are secure. All details are passed directly to a secure transaction server, izettle, meaning that we never see or store your card details.

iZettle is approved by EMV (Europay, MasterCard and Visa) and adheres to the requirements of the global "Payment Card Industry Data Security Standard" (PCI DSS) for handling card data.

All system development follows the industry-standard OWASP guidelines, and the entire system is hosted in a PCI certified server environment with 24-hour surveillance.

## General Provisions

We may alter these Terms and Conditions from time to time and post the new version on our website or post it out to you with any booking confirmations.



