

Bombina Glass

The Art of Glass



Booking and Cancellation Policy

Thank you for booking a workshop with Bombina Glass. These are our standard terms & conditions; if there is anything within them that you find unacceptable, please let me know within 5 days of receipt of the terms & conditions and I will cancel your booking and issue a full refund. (Please note that if the workshop starts in less than 5 days' time then this does not apply. In these circumstances, please let me know immediately if you find anything unacceptable.)

Bombina Glass Terms & Conditions

WORKSHOPS:

What's included

All materials, glass and equipment for the workshop is included in the booking fee.

Light refreshments (tea, coffee, biscuits, cake) will be available on arrival and we will stop during the workshop for a further break for light refreshments.

Payment

Full payment is required in advance in order to secure your place.

Please make an on-line payment via the website or into the following account:

Account Name: Bombina Glass

Sort Code: 04-00-75

Account Number: 26074826

Please note that sometimes the account comes up as "not able to be verified" this is because my bank is a Revolute bank and some Highstreet banks do not recognise the smaller banks. Please be reassured the details are correct.

Please email me if you make a direct payment into the above account, I will check it has been received and will send you an acknowledgement.

Please use your surname as a reference and the date of the class. Once you have made a payment then drop me a quick email: bombinaglass@gmail.com and I will confirm that the payment has been received and your place is confirmed.

Bombina Glass. Farris, Clappers Lane, Chobham, GU24 8DD

Tel: 07961 109056 email: bombinaglass@gmail.com Web: www.bombinaglass.com

Cancellation by you

If you need to cancel your place on a workshop unfortunately the following cancellation charges apply:

- Cancellation 28+ days before workshop date: 50% of workshop fee unless we are able to resell the place.
- Cancellation less than 28 days before workshop date: 100% of workshop fee unless we are able to resell the place.

If you do need to cancel you are welcome to send another person in your place instead. This does not incur any fee. Please just advise us of your replacement's name and contact details as soon as possible.

Please note that "cancellation" includes needing to move your place from one booked workshop to another.

Cancellation by us

In the unlikely event of us needing to cancel a workshop we will give as much notice as possible and will offer you a place on an alternative workshop. If this workshop is not suitable for any reason, then your full fees will be refunded. Please note that we cannot accept responsibility for any other/3rd party costs you may have incurred in relation to the original workshop booking.

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All material on this website and all written materials distributed during workshops are owned by or licenced to Bombina Glass and may not be copied or reproduced without our written permission.

LAW AND JURISDICTION

These Terms and Conditions (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.

Any dispute, controversy, proceedings or claim between the Parties relating to these Terms and Conditions (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.

BOMBINA GLASS PRIVACY POLICY – UPDATED 1st September 2020

This privacy policy explains how we use any personal information we collect about you when you use this website.

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction

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- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

What information do we collect about you?

We collect information about you when you place an order for workshops, classes or gift vouchers. We also collect information when you voluntarily complete contact forms on our website. Website usage information is collected using cookies.

How will we use the information about you?

We collect information about you to process your order and to reply to any queries raised via our contact forms. We use your data to process your payments for your orders including your payment card details. We do not store or process your card details ourselves; they are processed and stored via our third-party service provider. We encrypt your payment card details in your browser and securely transfer this data to our third-party payment provider to process a payment. In order to send you emails in response to voluntary contact via our contact forms and to process your order, we share your details with our email service provider. We use analytics tools to track the way that users interact with our website. If you sign up for our monthly newsletter, we do not share your data with any third party marketing.

Marketing

If you have consented to receive our seasonal newsletter, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing. If you no longer wish to receive the monthly newsletter, please email us at bombinaglass@gmail.com or use the Unsubscribe link at the bottom of every newsletter email.

Access to your information and corrections

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address: bombinaglass@gmail.com or Farris, Clappers Lane, Chobham GU24 8DD. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

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Changes to our privacy policy

We keep our privacy policy under regular review, and we will place any updates on this web page. This privacy policy was last updated on 1st September 2020.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

by email: bombinaglass@gmail.com

or write to us at: Farris, Clappers Lane, Chobham GU24 8DD