

FULL TERMS AND CONDITIONS

BAKER & CHEF - CAKE BAKING & DECORATING STUDIO

Please see below our Terms & Conditions. By booking a class from our website, or by arranging a group booking or party, you are confirming your agreement to these Terms & Conditions.

PAYMENT & BOOKING

- Payment must be made on our website in advance and in full at the time of booking the class. We are unable to take bookings over the phone or via email, however, please do call if you have any queries in advance.
- Payment for all orders must be paid by Credit Card, Debit Card or PayPal.
- You will receive a confirmation email after you have made payment, and this now confirms your space on the class.
- Unfortunately, we are unable to hold or reserve places prior to booking.
- Baker & Chef gift vouchers can be used to purchase a class. Any additional fees will need to be paid at the time of booking.
- Group bookings and parties will be arranged over email or phone and confirmed via email. To reserve the space for your Group Booking or Party a 25% deposit is required to be paid. The remaining balance should be made 21 days before the event.

CANCELLATIONS

- Once you have paid for a class, we are unable to give a refund. You can, however, ask for a credit note if you cancel up to 21 days prior to your class.
- In the unlikely event that Baker & Chef have to cancel a class, we will offer you a place on another date for the same class or a suitable alternative. If such arrangements cannot be made, a refund will be offered.
- Any group bookings/parties wishing to cancel will unfortunately not be offered a refund. If, however you give us one month's notice or longer, then we can look to move your event to an alternative date.
- Baker & Chef cannot be held liable for any money spent by students, such as travel and accommodation. If Baker & Chef have to cancel a class and you have already made such purchases, we would only be able to refund you for the price you paid for the class.

CHANGES TO THE CLASSES

- We reserve the right to change the price of our classes at any point. It does not affect any bookings already made.
- The listing image for each class is an example of the style of cake or cookie you will make. Baker & Chef reserves the right to change a design and style of the final product you will make during the class.

ATTENDANCE

- We suggest that the minimum age to attend our adult class is 16 years of age. If you are under the age of 16 and would like to attend this class, please have your parents or guardian contact Baker & Chef in advance of making your booking.
- For parent and child classes the minimum age of the child must be 6 yrs. - For parent and child classes the minimum age of the child must be 6 yrs.
- Your class purchase entitles only one person to attend the class. No other individual will be allowed to access the premises. There is also no additional space in which to wait as the entire space is used for the bakers.
- If you arrive more than 30 minutes late for your class, you will be unable to join the class as you will be too far behind, and this would be unfair to the other students. In this instance you would lose your booking and would not be able to transfer to a later date. Please ensure plenty of time when planning your journey.

HEALTH & SAFETY

- Whilst customers are on the Baker & Chef premises, we take your Health and Safety with the utmost importance and ask that you follow our Health and Safety guidelines whilst partaking in one of our classes.
- We will give a short H&S Briefing before each class starts. Aprons must be worn at all times (which we will provide), plus comfortable and flat shoes ideally are recommended. Keeping your station clean throughout the class and washing hands regularly and properly is also recommended.
- Any ingredients that Baker & Chef provides are in-date products.
- Baker & Chef are not liable should any damage occur to your clothing.
- The taking of drugs is strictly prohibited on the site. Alcohol consumption is also prohibited unless provided as part of your class or event.

DIETARY & MEDICAL

- Allergies - Attention customers with food allergies. Please be aware that our food may contain or come into contact with common allergies, such as dairy, eggs, wheat, soybeans, tree nuts, peanuts, fish, or shellfish. Unfortunately due to the recipes used and because we cannot guarantee an allergen free environment, we would not consider this an appropriate environment and apologise for any inconvenience.
- Special Dietary Requirements - Should you or any of your party guests have special dietary requirements, you must notify Baker & Chef at the time of booking. We will be able to confirm at this point if we are able to accommodate your request. Please note that we cannot guarantee that we will be able to accommodate your requests if notified any later.
- Please inform us in advance of any disabilities, diabetes, pregnancy, epilepsy, learning difficulties etc.

LIABILITY

- Baker & Chef accepts no responsibility for the loss or damage of any personal property or for any liability. We advise that you do not bring any valuables with you, including jewellery that you may wish to remove when baking.
- Baker & Chef will not be liable for any loss or illness suffered by you which is indirect or consequential.
- Baker & Chef is not responsible for your vehicle in the car park. Please do not leave any valuables on display in your vehicle.

PHOTOGRAPHY / VIDEOGRAPHY

- Under no circumstances can our classes be recorded by any means. However, you are welcome to photograph your own work and post this on social media.
- Baker & Chef may take photographs and videos during the class. Should you wish not to be photographed, please tell us at the time. We may use these photographs on our website or social media but they are not limited to these.