

Terms and conditions

Cancellation and transfer policy

This policy applies to workshops and courses purchased via our website or in person. This also applies to bookings made by redeeming gift vouchers. Please note that nothing in our Cancellation Policy affects your statutory rights.

1. Your consumer right of cancellation

Cooking it gift vouchers

1.1. When you place an order with Cooking it, the service to you begins immediately when we send you a confirmation email because we will start taking steps to fulfil your order straight after doing so, even though it may take a short while before the order is fulfilled. By accepting these terms when placing your order, you consent to Cooking it commencing these services within the fourteen day legal cancellation period and you acknowledge that, except for the limited circumstances set out under paragraph 1.2 of this Cancellation Policy, you will not be able to cancel any order you place with Cooking it for these types of products once you have received a confirmation email.

1.2. Gift vouchers are valid for a period of 12 months from the date of purchase. They must be redeemed before the redemption date. The calendar is usually planned 3-4 months in advance.

Events and cookery courses

1.3. Cooking it holds all the cookery courses and workshops on specific dates.

Consequently, the consumer right of cancellation does not apply to orders for these types of products. You are therefore not entitled to cancel any of Cooking it events or cookery courses or to obtain a refund in respect of them, if you no longer are able, or wish, to attend them.

1.4. However, in certain circumstances Cooking it allows you to transfer your booking to friends and family members or to transfer your booking to another course or event, as provided under paragraph 3 of this Cancellation Policy below.

1.5 In the event of force majeure it frees Cooking it from liability or obligation when an extraordinary event or circumstance beyond our control, such as a war, strike, riot, crime, epidemic or an event described by the legal term act of God, prevents us from fulfilling our obligations under the contract.

Force majeure is generally intended to include occurrences beyond the reasonable control of a party, and therefore would not cover:

Any result of the negligence or malfeasance of a party, which has a materially adverse effect on the ability of such party to perform its obligations. Any result of the usual and natural consequences of external forces. In this event, Cooking it will ensure that we can provide you with an alternative date. No refunds will be made.

2. Travel insurance

2.1. We strongly advise that you obtain appropriate travel insurance prior to placing an order for any cookery course or workshop to cover you in the event that you unable attend for any unforeseen reasons, for example due to bad weather, transport delays or cancellations, illness or bereavement.

2.2. Some banks and payment cards providers automatically provide you with travel insurance cover. Please check with your relevant insurance services provider(s) before placing an order with us.

3. Transferring your booking to another person or to another event or cookery course

3.1. You may choose to send a friend or family member to attend the workshop or course in place of the original attendee, provided that: (i) their dietary requirements suit the workshop or course that you originally booked; and (ii) you have provided Cooking it with details of the substitute attendee no less than 1 working day before the event or course is due to start. Please note that Cooking it office hours are 9am-5pm Monday-Friday, excluding public holidays. You will need to provide Cooking it with the names and contact telephone number for any substitute attendees. Substitute attendees will be subject to any age restrictions that apply so please check these on the applicable product description page on the website.

Transferring your booking to another person or to another event or cookery course

3.2. Subject to clause 3.5, below, you may transfer one or more places in your booking to another event or cookery course, in accordance with paragraph 3.3. below.

3.3. If you provide us with:

- more than twelve (12) weeks' notice before the date of the event or course, you may choose to transfer to another event or course up to the same value at no extra charge. A transfer onto another workshop can only be made once.
- more than three (3) weeks' notice but less than twelve (12) weeks' notice, you may choose to transfer to another event up to the same value. Transfers can be made to an event dated sooner than the original date booked, with no transfer fee. If you are unable to find any suitable workshops or courses to transfer your booking to within this time frame, a transfer can be made to a workshop after the original booking date, however we will charge a fee of £10 for bookings totalling £100 or under and £25 for bookings totalling £100 or over, to cover reasonable administration costs for doing so.

3.4. If you provide less than three (3) week's notice before the date of the workshop or course, you will not be entitled to transfer your workshop or course to another workshop or course. You may still however be entitled to substitute another person to attend in your place. For details on how you may be able to do this, please read clause 3.1 above. This includes any unforeseen reasons, for example bad weather, transport delays or cancellations, illness (personal or family) or bereavement.

3.5. All transfers are subject to availability. If we grant a transfer request then you must re-book the relevant place(s) within 48 hours of the date on which we grant the transfer for an alternative workshop or course. The alternative workshop or course must not be scheduled more than four (4) months from the date your transfer was granted. Any workshops or courses which have not been re-booked within this period will no longer be transferable. If there is a difference in price between the workshops, this will be payable at time of confirming the transfer.

3.6. You must provide your notice under this paragraph 3, either by email to monica@cookingit.co.uk. You will need to let me know your order number, contact details, the names of the attendees whose places you would like to transfer and details of the

workshop or course to which you would like to transfer the place(s). Notice received outside our working hours as detailed in clause 3.1, will be treated as received on the next working day.

3.7 We hold a transfer amnesty during the first week of January (1st-7th January), whereby workshops or courses purchased as gifts in December are not subject to the transfer fee. You must advise by email of your request to transfer between the 25th December and 7th January.

4. Third party webstores

4.1. Your contract for the purchase of products and services from third party webstores will be made directly with the relevant third party operator of the applicable webstore. The returns and cancellation policies and other terms and of that webstore (and not ours) will apply to the orders that you place for those products and services.

5. Third party vouchers

5.1. You can book onto one of our events or cookery courses using vouchers purchased through third party channels. If you do so, then please note that their Terms and Conditions apply to the purchase of your voucher and any rights you may have in respect of cancellation of your voucher. Once you have used your voucher to book onto one of our cookery workshops or courses, then our Terms and Conditions and this Cancellation Policy will apply.

6. Drinks

We offer a selection of soft drinks, teas, coffees, and alcoholic beverages. Kindly refrain from bringing your own drinks. A corkage fee of £5 per person will apply to any outside beverages brought onto the premises.

6. Contact us

6.1. If you have any queries regarding this Cancellation Policy, please contact us at monica@cookingit.co.uk or by using the contact details on Cooking it Contact Us page. In addition:

1. There are up to 10/12/14 places available on each workshop/ course. We reserve the right to cancel any workshops/ course with insufficient interest, providing at least 4 days notice. In these circumstances a full refund or exchange will be offered.
2. Menu Guidance: All menus advertised on the website are for guidance only. They do not constitute a guaranteed menu, and there may be variations.
3. Menu Changes: We reserve the right to change, amend, or withdraw any menu items without prior notice, to accommodate dietary requirements, ingredient availability, or other necessary reasons.
4. Dietary Requirements: We aim to accommodate attendees' dietary needs; however, it is the responsibility of individuals to inform us of any specific dietary restrictions in advance.
5. Availability of Ingredients: Menu offerings are subject to the availability of ingredients from suppliers and the market. We are not liable for any menu changes due to ingredient shortages or unavailability.

6. Limitations: We shall not be liable for any discrepancies or dissatisfaction arising from menu substitutions or changes.
7. For safety reasons babies and children (14 years and under) are not permitted in our adult workshops under any circumstances, unless advised on the webpage.
8. Workshops are designed to last the length of the advertised timings. We recognise that our customers work at different paces and that this may result in the session finishing slightly earlier or finishing slightly later than advertised. In addition if we have a particularly small group, that this may result in the class finishing a little earlier than advertised.
9. Workshops purchased as part of a special offer or promotion are non-transferable and non-refundable and cannot be further discounted with a promotional code.
10. We sometimes offer limited workshops at a special/ discounted price, where there are spaces remaining up to three weeks before. We are unable to refund any difference in price paid where a purchased workshop later becomes available at a lesser value.
11. Please note that a separate policy applies to Group Bookings. Please enquire when booking.
12.  **Important:** Checking in for your Class To ensure we get you into the kitchen and cooking as quickly as possible, please have your Order Number ready (on your phone or printed) when you arrive. Please note that only guests listed on the booking can be accommodated. If you have any last-minute changes to your party, please contact us at least 24 hours in advance so we can check our capacity!