

# Studio Use, Booking & Cancellation Policy

## 1. Introduction

At Springwood Barn, we are committed to providing an inclusive, inspiring, and professional environment for all artists and learners. This policy outlines our studio ethos, student expectations, bookings, cancellations, and health & safety guidelines, ensuring clarity and professionalism for all participants.



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## 2. Studio Ethos & Learning Approach

Springwood Barn welcomes students of all backgrounds and abilities, adapting teaching methods to foster independent learning, creativity, and confidence-building.

- **Structured learning:** Workshops and courses are tailored to students' skill levels and ages, ensuring accessibility.
- **Exploration & experimentation:** Students work with different media to develop skills in sketchbooks and practice pages before creating a final piece reflecting their creative journey.
- **Ongoing development:** Each half-term, students will explore a new material or technique, trial methods, and refine their practice.
- **Studio-provided materials:** All essential materials are included in workshops. Extra resources will be available for purchase at the end of sessions.
- **Formal courses:** Students receive structured feedback to refine technical skills and develop personal artistic styles.
- **Inclusivity:** Workshops are adapted to support students with additional needs, ensuring accessibility for all learners. (Please discuss with the studio directly to ensure they can support any additional needs.)

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## 3. Student Expectations

To ensure a safe and respectful creative environment, students must:

- Handle equipment carefully, following all instructor guidance.
- Respect fellow students, studio resources, and shared materials.
- Encourage collaboration, offering constructive feedback.
- Follow health & safety guidelines, using materials responsibly.
- Provide parental consent when booking students under 18.

Springwood Barn fosters a professional and inclusive learning space. Bullying, disruptive behaviour, or discriminatory remarks will not be tolerated and may result in removal from the course. All peer interactions and group work should uphold a spirit of mutual support and creativity.

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## 4. Studio Usage & Locations

Springwood Barn Studio is located on private land in Haslemere, surrounded by natural woodland, ponds, and open fields. This peaceful setting allows students to connect with nature while creating unique artworks.

- **Outdoor safety:** Participants using outdoor spaces must complete a waiver, confirming their understanding of safe land use.
- **External venues:** The studio may conduct workshops at other locations. All sites will be reviewed for suitability before sessions take place.

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## 5. Booking Policy:

### *Online Course Booking*

- Courses booked through our website via Bookwhen.com require full payment upon booking to secure a place.

### *Private Workshop & Private Tuition*

To book a private workshop or private session, participants must:

1. Submit a booking request via email: [studio@springwoodbarn.co.uk](mailto:studio@springwoodbarn.co.uk).
2. Confirm session details, including date, duration, and number of attendees.
3. Receive an invoice and payment instructions.
4. A 50% deposit is required to confirm booking. Remaining 50% is required two weeks before first session.

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## 6. Cancellation & Refund Policy

### Cancellation by Participant

- Cancellations made at least two weeks before the event will receive a refund.
- Cancellations within two weeks are non-refundable unless the space can be filled from the waitlist.

### Cancellation by the Studio

In the unlikely event that Springwood Barn cancels a workshop or session due to unforeseen circumstances (e.g., illness, venue issues):

- Participants will be offered an alternative date or a full refund.
- If the session is postponed, all bookings will be transferred to the rescheduled date at no extra cost.

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## 7. Rescheduling Policy

- Participants may request to reschedule their booking at least two weeks before the event, subject to availability.
- Reschedule requests within two weeks may be granted at the studio's discretion, depending on availability.

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## 8. No-Show Policy

- Participants who do not attend without prior notice will not be eligible for a refund or rescheduling.
- Exceptions may be considered for emergencies, provided appropriate documentation is submitted.

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## 9. Studio Purchases & Preorders

- Craft kits and materials are available for purchase directly from the studio. Payments will be processed via direct invoicing or PayPal invoicing. For details on privacy and data protection, please refer to PayPal's website.

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## 10. Health & Safety

Springwood Barn ensures all facilitators receive suitable training in handling materials and techniques. COSHH assessments and risk evaluations are conducted to maintain a safe learning environment.

All sessions adhere to strict health & safety protocols, including:

- Proper handling of materials & tools to minimise risks.
  - Fire exits & first aid procedures, outlined at the beginning of each session.
  - Emergency protocols to ensure participant safety.
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## **11. Marketing & Communications**

Springwood Barn will only send marketing communications, newsletters, or promotions with explicit consent.

- A third-party provider may be used for managing email subscriptions, ensuring compliance with GDPR regulations.
  - Email engagement may be tracked to enhance content delivery.
  - Participants can unsubscribe at any time via the provided link or by contacting the studio directly.
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## **12. Liability & Insurance**

Springwood Barn maintains comprehensive business insurance with Hiscox Business Insurance, including public liability and professional indemnity coverage, to ensure a safe and protected environment for all booked sessions. By confirming a booking, participants acknowledge the studio's safety procedures and liability coverage as part of their engagement in workshops and activities.

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## **13. Contact Information**

Email: [studio@springwoodbarn.co.uk](mailto:studio@springwoodbarn.co.uk)

For any questions regarding studio bookings, cancellations, or policies, please reach out—we are happy to assist you.

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## **14. Policy Monitoring & Review**

This policy will be reviewed annually or sooner if required by changes in legislation or best practice.

Last Reviewed: May 2025

Next Review Due: May 2026