



Heart and Soul Cakes, Old Stable, Walkers Farm, White Roding, CM6 1RX  
Tel: 07961 763108 / Email: [Sarah@heartandsoulcakes.co.uk](mailto:Sarah@heartandsoulcakes.co.uk) / Website: [www.heartandsoulcakes.co.uk](http://www.heartandsoulcakes.co.uk)

### **Cupcake Workshops Terms and Conditions**

- To secure a place we require FULL payment at the time of booking.
- Heart and Soul Cakes reserve the right to cancel or change a class or workshop. If WE cancel a workshop, you will be given a FULL refund. Please note that this does not include travel, accommodation or childcare expenses.
- No refunds will be given if a student cancels or does not attend the booked class. We are not able to accept any responsibility for adverse weather, traffic conditions, sickness, or any other circumstances, personal or otherwise, which may affect your ability to attend a workshop.
- If a student is late to arrive, they may join the class at the point at which they arrive. We will not be able to repeat the content missed or restructure the rest of the class because of lateness. If you are more than 30 mins late it is unlikely you will be able to catch up with the class content.
- On attending the workshop, the student agrees not to take photographs or video the tutor, or any of the course in progress. You may photograph your own work in progress and your own cakes at the end of the course. We ask that out of consideration for other workshop attendees, you refrain from photographing other people's work or faces unless they have given you, their permission.
- Filming during any part of the workshop is not permitted. If you run cake decorating workshops/classes/courses yourself or plan on doing so in the future, you may not use the cakes or designs you have made during your workshop to promote your own classes or your business.



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- You may not use any of teaching resources of any workshop run by Heart and Soul Cakes such as designs, lesson plans, class format, photographs, videos, or teaching techniques, for your own workshop/classes/courses, or the promotion of your own workshop/classes/courses.
- We will take photos during most of our workshops for us to use on our social media platforms and our website etc. You agree that all photos and rights remain the property of Heart and Soul Cakes. Therefore, if you'd prefer not to have your photo taken or used in any material, please let us know prior to attending your workshop via email at [info@heartandsoulcakes.co.uk](mailto:info@heartandsoulcakes.co.uk). We will ask before taking any images too so please again at this stage make sure to let us know.
- We encourage you to share the cakes you have created as part of our Heart and Soul Cakes workshops on social media sites such as Instagram, Facebook, Twitter etc, but please do credit them, saying that they were made at Heart and Soul Cakes and with a link to our webpage or social media.
- We reserve the right to alter our pricing at any time.
- If at any stage you have any questions about the class or your booking, please email us at [info@heartandsoulcakes.co.uk](mailto:info@heartandsoulcakes.co.uk)
- All content on our websites, Facebook, and other social media platforms is the intellectual property of Heart and Soul Cakes.
- By attending a workshop, you agree not to replicate any of this content for your own commercial purposes. The content of our workshops is intended for your own cake-making and enjoyment with you agreeing not to replicate the cakes and techniques you learn on a course for the purposes of teaching the same or similar workshop/class/course, either for your own gain or on behalf of another business.
- The advertised workshop finish times are approximate and will vary depending on the overall ability of the group as well as group size. Please be aware that it is possible that the class may run over the expected finish time.
- On booking a course you will be sent a confirmation email with all the information relating to your booked workshop. It is your responsibility to check your junk or spam folders in case it should go there instead of in your inbox. If you do not receive a confirmation email, you agree to advise us of this, and it will be reissued to you.
- It is your responsibility to provide the correct contact information when registering for a workshop. If we are unable to contact you, we will not be held responsible for missed or cancelled workshops and no refunds will be given.
- We reserve the right to remove and add new workshops to and from our schedule without warning.



- You will be provided with all the equipment needed during your workshop including an apron. You agree to use our equipment with due care and to pay for any breakages or damages you cause.
- For insurance reasons, spectators/friends/family/guests/translators are only permitted in the workshop if they purchase a place of their own at the full price of the workshop. Whether they take part in the course themselves is up to you, but a place must be purchased separately.
- We reserve the right to refuse admission to our workshop or eject attendees from a workshop should we deem that the attendee presents a risk to the business or is a disruption to or prevents the enjoyment of the rest of those attending the workshop.
- If you can no longer attend no refund will be given but you are welcome to resell or gift your place to someone else, you must let us know if someone else is coming in your place.
- Sarah Gearing/ Heart and Soul Cakes will not take any responsibility for any work that you carry out using your tools in your own environment after watching or participating in any course that results in damages or losses to your business or hobby.
- These classes are for educational, informational and entertainment purposes.
- Please note that you attend our classes completely at your own risk. We are not liable for any injuries or accidents that occur during your class.
- All personal property brought into our classroom is done so at your own risk. We take no responsibility for lost or stolen property while you are on our premises or after you have left our premises. This extends to your car while parked outside our studio. Please do not bring valuables into the class.
- If you have a private class booked, they are a set price. There is no discount if you do not fill all available spaces.

