

Grace Joanna Calligraphy – Terms & Conditions

These Terms & Conditions are here to keep everything clear and fair for both of us. By booking a workshop, lesson, private event, or purchasing products or gift cards, you agree to the following. Your statutory consumer rights are not affected.

1. Definitions & Introduction

- “I”, “me”, and “Grace Joanna” refer to Grace Joanna Calligraphy.
 - “You” refers to the person making the booking or purchase.
 - By booking or buying, you’re agreeing to these Terms.
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2. Workshops (Public Events)

- Bookings are made via my website (using Stripe), Eventbrite, or by bank transfer.
 - Payment must be made in advance to secure your place.
 - **Cancellations & refunds:**
 - Cancel 7 days or more before the event → full refund.
 - Cancel within 7 days → no refund.
 - **Transfers:** You may transfer your ticket to someone else right up to the day of the event.
 - **Age:** Events are for adults only, except 14+ if accompanied by a paying adult.
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3. Private Events & Parties

- **Deposit:** A 35% deposit is required to secure your booking date. This is non-refundable but counts towards your final balance.
- **Balance:** The remaining balance is due 7 days before your event. If payment isn’t received by then, the booking may be cancelled and the deposit kept.
- **Cancellation by you:**

- More than 7 days before → deposit non-refundable, but any further payments refunded.
 - Within 7 days → no refunds, including deposit and balance.
 - **Transfers:** You can move your booking to a new date (subject to availability) if you let me know at least 7 days before. The new booking must take place within 6 months.
 - **Cancellation by me:** If I need to cancel (illness or other unforeseen reason), you'll be offered a full refund or the option to reschedule within 12 months of the original date.
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4. Tuition (1:1 or small group)

- Payment can be made in advance or on the day (cash, bank transfer, or card via SumUp).
 - **Block bookings:** Packs of 5 sessions must be used within 12 months of purchase.
 - **Cancellations:**
 - 7+ days before → full refund.
 - Within 7 days → no refund.
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5. Products (Workbooks, Kits, Sheets)

- Payment is due in full at the time of purchase.
 - Kits may include items sourced from third-party suppliers (e.g. Paperbox, Amazon).
 - **Refunds & returns:**
 - Accepted within 14 days if items are unused, in original condition, and not personalised.
 - Personalised items cannot be returned unless faulty.
 - **Usage:** All products are for personal use only and must not be copied, resold, or shared for commercial purposes
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6. Gift Cards

- Gift cards are valid for 12 months from the purchase date.
 - They can be used towards workshops, tuition, or products.
 - Non-refundable once purchased and cannot be exchanged for cash.
 - Lost or damaged gift cards cannot be replaced.
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7. Materials & Refreshments

- All workshop and tuition materials are provided.
 - Please wear suitable clothing — inks may stain
 - If refreshments are provided, it is your responsibility to check for allergens.
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8. Intellectual Property

- All worksheets, workbooks, and workshop content remain the property of Grace Joanna Calligraphy.
 - These are for your personal use only and must not be copied, distributed, or resold.
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9. Photos & Marketing

- Photos and videos may be taken at workshops.
 - If you'd prefer not to be included, just let me know in advance or on the day.
 - Otherwise, I may use these images in promotional materials or on social media.
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10. Liability & Safety

- You attend workshops and tuition at your own risk.
- I am not responsible for injuries, accidents, or loss/damage to your belongings.

- Please use all tools and materials responsibly.
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11. Right to Refuse Service

- I reserve the right to refuse or cancel bookings if necessary (for example, inappropriate behaviour, not meeting age requirements, or health and safety concerns).
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12. Cancellations by Me

- If I need to cancel due to illness, venue issues, or other unforeseen circumstances, you'll be offered either a full refund or a rescheduled date.
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13. Events Outside Our Control

- Sometimes life throws curveballs — illness, severe weather, transport strikes, venue closures, government restrictions.
 - If I have to cancel or postpone for these reasons, you'll be offered a full refund or reschedule.
 - If you can't attend due to similar reasons, please let me know as soon as possible. I'll always try to be fair and work with you to find a solution.
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14. Calligraphy Club Sessions & Block Bookings

- Bookings can be for a **single session** or a **block of 3 or 6 sessions**.
- Block bookings run on **consecutive months** from your chosen start date; there is **no session in July**.
- If you cannot attend a session, please **give at least 7 days' notice**. For illness or emergencies, contact Grace as soon as possible — we'll do our best to **roll the session forward**.
- All materials are provided; just bring yourself.

- Spaces are limited to **10 per session**. Bookings are confirmed in order of payment/registration.
 - Updates and reminders will be sent via email; contact Grace with any questions.
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15. Privacy & Data

- I only use your personal information (name, email, booking and payment details) to manage your booking.
 - I will never share your details with third parties unless required by law.
 - You can request to see or delete your data at any time by contacting me.
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16. Changes to Terms

- I may update these Terms occasionally, and the latest version will always be on my website.
 - By continuing to book or purchase, you agree to the updated Terms.
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17. Contact Information

Questions? Get in touch: hello@gracejoanna.co.uk