STITCHWORKS
the art of sewing

Please read through all policies before booking a class!

Payment

Payment in full is required when booking a class. We accept all forms of credit and debit cards as well as cash and BACS payments. If you would like to pay by BACS, please request our bank details at the time of booking. We also ask that you fill out a booking form so we have emergency contact details on hand during class.

Refunds and Cancellations

If you need to cancel a class, we require a 14 day advance notice to receive a full refund. However, if you cancel with less than 14 days notice, we will issue a full refund should we fill your spot with someone from our waiting list. Most classes require a minimum number of students to go forward so if a class is cancelled due to lack of enrolment, you will receive a full refund or a credit towards a future class, whichever you prefer.

Attendance

Classes will begin promptly at the time scheduled. We know parents are busy during the school year juggling the school run, dinner and sibling commitments, so we make every effort to end class at the time scheduled. In turn, we appreciate that parents pick up their child promptly after class. Unfortunately, we are not able to offer any make up sessions for missed classes but we can usually work out some way for your child to make up the lost time and finish their project. Please talk to the teacher about this. We prefer your child to not attend class when they are ill but please make every effort for them to attend otherwise.

Supplies

If you are required to buy supplies for class, we will let you know at the time of booking. If you have any questions or need help with your supply list, just give us a call at the shop (01394 547150) and we can help you out. Fiona's Fabrics is just next door and all supplies can bought there unless otherwise specified.

Food and Drink

We schedule our classes so they don't conflict with mealtimes, so please do not send your child with food to class. We have found it is distracting and crisps and sticky foods are hard to clean up after in the sewing studio. You may send a bottle of water to class, with your child, but please do not send carbonated beverages or dark coloured juices. That said, on longer workshops and parties we often do serve a snack, so please let us know if your child has any allergies on the booking form.

Safety

We take safety while sewing very seriously. On the first day of class we'll go over our safety procedures and review them regularly. During class all students are expected to comply with the safety procedures and use the tools of the sewing studio carefully and with respect. If we feel a student is putting themselves or others at risk for accident or injury we will talk to them and demonstrate the safe use of the tools and machinery. If they continue to use the tools in a dangerous manner, their parent will be called and they will be asked to leave the class. Thank you for your understanding.

Behavior

Distracting, abusive or dangerous behaviour will not be tolerated in class. If your child misbehaves in any of the ways outlined above, we will first talk to your child and ask them to stop. If they do not stop the behaviour we will call the parent and ask them to take their child home. Again, thank you for your understanding.

Dealing with Covid Protocol

We will comply with current guidelines as set out by the UK governmen**t.**

Please give us a ring, email or pop by the shop if you have any questions about our class policies. We look forward to having your child in class!

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