



## TERMS AND CONDITIONS OF SALE – PRIVATE CLASSES

By booking a private cookery class you agree to abide by the following terms and conditions:

### 1. What's included

- Time with your chef and class facilitator. Where possible, we will also bring a volunteer to help with the washing up.
- All ingredients
- Copies of the recipes that you cook

We will bring most of the equipment needed for the class, but where classes are being held at a private address we expect hosts to have sufficient crockery, cutlery and glasses for all the guests. This is detailed on the checklist we send the host before the class. If you are unable to provide any of the items listed as essential you must let us know at least seven days before the class.

### 2. Health & Safety

We will provide advice on basic health and safety points at the start of every class. However, where we are conducting the class in a host's home kitchen, it will be the responsibility of the host to ensure that the venue and any equipment from the host's kitchen is well-maintained and safe for use during the cookery class.

We would advise that participants wear shoes with flat, non-slip soles and covered toes, sensible clothing (not your Sunday best!), and tie back long hair. We are not liable for any damage that occurs to you or your guests, clothing or shoes as a result of your negligence.

We reserve the right to end a class early if in our opinion you or your guests behave in an unacceptable manner.

### 3. Special dietary requirements and food allergies

We will always do our best to tailor our cookery classes to meet the dietary requirements of class participants. It is ultimately the host's responsibility to inform us of any dietary requirements, allergies or intolerances for themselves and their guests. These should be sent to us at least one week before the class via email to [bookings@migrateful.org](mailto:bookings@migrateful.org). Participants should be aware that food is often prepared in environments where allergens such as nuts, milk and eggs are also processed. As a result, we cannot guarantee that food will be 100% free from cross contamination.

### 4. Payment

All payments should be made in full prior to a cookery class taking place.

## 5. Cancellations & Refunds Policy

### 5.1 Deposits, changes and cancellations by participants

If you want to change the date or time of your class and you give us more than two weeks' notice we will do our best to rearrange. Classes are prepped in advance and changes unfortunately cannot be made after that time.

#### Cancellation charges

A non-refundable deposit of £200 is required for all private and corporate bookings, which is due 14 days before the class. A booking is not confirmed until the deposit is received.

For cancellations with more than 72 hours' notice no further charge is due, but the deposit is non-refundable.

For cancellations with less than 72 hours' notice the class fee must be paid in full.

### 5.2 Cancellations by Migrateful

In the rare circumstances that the chef or facilitator is unwell or cannot attend, we will in the first instance contact the host and propose an alternative, or offer to rearrange for another day. As you will appreciate, it would be inappropriate to send an unwell chef to cook the meal with you. If these options are not suitable for you we will issue a full refund, within seven days.

## 6. Copyright & Acceptable Usage

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