

Kent Cookery School

Terms and Conditions

Coronavirus:

1. All vouchers purchase from December 2019 will have an extension until June 2021.
2. All vouchers purchased from November 2020 will be valid for 24 months.
3. Course Cancellations – If we are required to close due to local or national lockdown restriction we will contact you and reissue you with a credit note – everyone will be issued with a credit note whether they booked with a voucher or a direct booking the credit note will be for the same redemption period.
4. If you have a class booked and have to cancel due to self-isolation or shielding please contact us and again we will be happy to issue a credit note or book you on a later date that is suitable.

All dishes listed in the brief class description are a guide only to the course content; we can make amendments at any time.

Courses are NOT suitable for Vegetarians unless stated in the description.

All confirmation of course purchases are sent by email.

Please check prior to booking regarding dietary requirements and allergies as these cannot always be accommodated. We are unable to change the class contents to special dietary needs unless booking for a minimum of 10 places. Please inform us at booking if you have any allergies, disabilities, Pregnancy or epilepsy etc..

Courses do not include accommodation please take a look at our accommodation tab for details of Local Hotels and BB.

Courses do include, Equipment, Ingredients, Utensils and Aprons and meals on the majority of courses unless specified.

Please wear suitable flat shoes, we also recommend that you wear sensible clothing; we are not liable for any damage to clothing or personal belongings

All purchases including both gift vouchers and direct course bookings are valid for 10 months from the date of purchase.

Amendments to bookings can be made prior to 7 days before the course. **Any booking cancelled within the 7 day period cannot be rebooked or refunded and you will lose your booking.** If you booking is booked via a gift voucher you have received we will try our best to find an alternative course for you to attend.

Refunds MUST be requested within a 14 day period to the booking, in most cases refunds will be made in full and in some minus a 5% booking fee. Any refunds requested after 14 days of booking for course bookings, will not be accepted.

Refunds for Gift Vouchers are not available, nor can we exchange gift vouchers for cash. Gift vouchers are transferable, but the 7 day policy will commence once a booking for a course has been made.

Should you be unable to attend due to the weather then our refund policy still holds, unless at our discretion we put in place an adverse weather condition policy, which is available from us on request.

In the rare occasion we should cancel the course we will try and give you as much notice as possible, at least a week. You will be offered a future alternative course. (Where the course attendance is 5 or less this maybe subject to cancellation with as much notice as is possible). We are not liable for any costs that you may incur.



The Courtyards, Hythe Road, Near Ashford Kent TN25 6NH

Tel: 01233 501771

Email info@kentcookeryschool.co.uk

Our cookery school has six stations and two guests share each station. All courses are different and some will include demo's and some of the recipes will be made in pairs and some by yourself.

We use a secure online Payment system. We will not pass on any of your contact details.

Should you not wish to book by internet please call or contact us on the details below. We can accept BACS payments, and cheques also.

All Post is posted 1st class and please allow three working days for any post to arrive, we do not take responsibility for delays in the British postal system.

Please see our Privacy Policy on the Contact Us page for details on how we collect and use your data.