



- All ingredients, utensils, knives, equipment, aprons are provided for use for all Programmes: Courses and Workshops.
- We require you to take care and use the contents and equipment of Bakeology Studio with care, safety and diligence.
- All students should wear shoes with flat, non-slip soles and covered toes. We recommend wearing sensible clothing and are not liable for any damage that occurs to clothing, jewellery and/or wearables.
- We request all students to keep their hair neatly tied up and to not wear nail polish or have long nails.
- We reserve the right to make amendments to course content and recipes without notice.
- The times allocated for each programme is to provide enough time for any individual (regardless of the level of insight and skill one has). At times the class may end earlier or later. This may be due to on a many factor, class size, learning and time taken to do and bake your products.
- The programme is designed to ensure you attain key learning objectives.
- Each student is different and may have a different set of prior knowledge and skills in baking and pastry.
- Our time allocated to the programme is to ensure there is sufficient time for all students to comfortable complete tasks.
- The completion time may differ based on the number of students on the programme. With Covid19 and smaller intakes there may end earlier.
- Fairness and standards to all students will be maintained at all times.
- All open wounds must be covered. If you do not have a plaster, let us know on arrival and we will be happy to provide one.
- Please inform us in advance of any allergies, disabilities, diabetes, pregnancy, epilepsy, learning difficulties etc.
- Minors under the age of 12 may not attend as the programme and equipment will not be suitable for their needs.
- Minors between the age of 11 and 12 must be accompanied by an adult who is also participating in the programme or workshop.
- Good hygiene practices are to be complied with at all times, ie: cleaning your bake stations and all equipment in a careful manner.
- If at any point during the workshop, the tutor believes the child is causing a disruption to the class, he/she will ask both the adult and child to leave the class.
- Your training instructors will guide you as best as possible, it is for you to be able to complete your work in the best manner with support of your recipe and guidance given.
- Your products are an outcome of your learning and application.
- Listen and respect your training instructors.



- The programme will not be amended, changed or tailored according to any students' special requests.
- Damage caused from negligent usage on your programme will be your liability.
- You will, at all times, respect the professionals, training instructors and chefs that will be teaching and interacting with you.
- Negatively impacting others on the programme will not be tolerated, the programme must continue, if you for any reason delay others and we recognise this due to the time schedule, we will kindly inform you and continue with the programme.
- Rudeness, racism, xenophobia and sexual advances will not be tolerated. Any such behaviour will result in offenders being asked to leave the studio.
- Our programmes incorporate are practical and involve the process of preparation, baking, cleaning as you go, so starting on time is crucial. As a result, it is essential you arrive promptly for your class.
- If you are late, please be aware that the class may have started. Wherever possible, we will allow you to join in, however if you have missed essential parts of the class, we will not repeat earlier segments. You will therefore miss these relevant parts. A refund will not be provided in this instance. We encourage you to remain punctual in order to enjoy your programme.
- Our recipes are for your development.. Sharing and distribution of our recipes in any form is not at all acceptable. Such actions are prohibited. As our intellectual property is not to be used to benefit others than have not obtained the training through Bakeology.
- You may request a change of course date up to 3 weeks before the start of the course and we will happily transfer you to another course date, subject to availability.
- Once you secure and pay for your course or workshop ie (Programme), we regret that we will be unable to refund you. You are able to reschedule your programme to another date if you have communicated in writing to Bakeology Studio a week before your course start date. You will be allowed one reschedule and thereafter there will be an administration fee.
- We do not accept cancelations once a course is booked or have begun. You can reschedule your course a 3 week before your course date.
- If you have for whatever reasons cancelled your course for whatever reasons, once you have booked, made payment or once the course has begun or during the duration of the course, unfortunately you automatically forfeit your course. Please plan and book carefully.



- Bakeology Studio are not responsible or liable to reschedule any course that has been missed, cancelled or chosen not to attend by yourself.
- In line with the POPI act, your personal information will not be shared with any individual.
- It's important to be focused, work carefully and patiently and remain engaged in the task you are doing. Attention to detail and working carefully is a required quality for those in the culinary field. This also helps with the quality and consistency of the product to be achieved when baked.
- I shall voluntarily participation programme or workshop ("the activity") on my own responsibility and will accept the risk.
- I undertake not to institute a claim of any nature against Bakeology Studio, or their, directors, employees, volunteers and representatives for any damage or loss of any nature whatsoever that I, personally, or any property belonging to me sustain and which directly or indirectly follows from any of the following: my participation in the above or any other activity of any nature whatsoever that is related to my training, work or recreation of any nature; or my utilization of any premises, building, equipment or facility of Bakeology Studio of any nature whatsoever; and such participation, utilization or visiting will be undertaken on my own responsibility and that I freely accept the risks involved therein; and that I understand that Bakeology Studio takes out no insurance to this purpose on my behalf or my benefit.
- I hereby indemnify Bakeology Studio and all its employees and hold them jointly and severally harmless against all liability, costs, penalties, damages, claims, expenses (including attorney fees) resulting or arising from the above-mentioned activities, whether against myself, my estate or any other person.
- If you have been or are suffering from food poisoning or an upset stomach (or have come into contact with anybody who is exhibiting these symptoms) within 48 hours of the course, we would ask that you do not attend.
- If you have been detected with a high temperature in line with the Covid19 protocols prior to the programme or workshop, you will not be able to enter Bakeology Studio such that the necessary precautions to assess your status regarding the Corona Virus are taken. You will be able to reschedule your programme and will need to provide a Covid19 test result (within the last 72 hours) indicating you are Covid negative in order to protect other students and staff.
- All payments must be made in full at least 3 working days prior to the programme and/or workshop date. We do not take provisional bookings and cannot confirm your place on a course until we receive full payment.
- Bakeology Studio will not accept responsibility for the loss of any personal possessions.



- You may request a change of course date up to 3 weeks before the start of the course and we will happily transfer you to another course date, subject to availability.
- A request for a refund up to two months before the start of the course you have booked.
- Once you secure and pay for your programme, we regret that we will be unable to refund you. You are able to reschedule your programme to another date if you have communicated in writing to Bakeology Studio. You will be allowed one reschedule.
- We strongly recommend looking into accommodation shall you be traveling from far. If you need any assistance you may seek advice and suggestions from the Bakeology Studio Team.
- Refunds are not available on gift voucher purchases, nor can gift vouchers be exchanged for cash or other goods. Gift vouchers are transferable. Gift vouchers may be used for our services offered or for orders. Gift vouchers are valid for 1 year from their date of purchase.
- Bakeology Studio is entitled to cancel any course at any time subject to the repayment of any deposit and fees received in respect of the course or the part of the course which has been cancelled.
- In the unlikely event of cancellation of a course by ourselves, we undertake to offer a suitable transfer to an alternative date or course, or a full refund (within 14 days) of any course fees *However if the programme was paid for by gift voucher, we will replace the vouchers to the value.*
- All refunds as per point 36. are made to the source of the initial payment. i.e. original bank account or individual.
- We cannot be held liable for any third-party costs, such as travel bookings or accommodation with hotels other than our own.
- In the event of a power outage or load-shedding that cannot be planned for is not our responsibility. We cannot be held liable for such unprepared occurrences. We do not guarantee or make up for any lost time.
- No refund will be made if you fail to attend all or any part of a course.