



- Ingredients, utensils, knives, equipment and aprons are provided for in studio use ONLY on all courses: Courses and Workshops adults or kids.
- 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 that are flat, non-slip soles and covered toes preferably. We recommend wearing sensible and comfortable 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
- Please wear minimal make up in the studio.
- Nails should be short provided they can work with them and if they are notably a disturbance to your ability to complete your tasks, your training instructor / chef can request you to cut them.
- You will, at all times, in your course or when engaging onsite, respect the professionals, training instructors and / or qualified chefs that will be teaching and interacting with you.
- Disrespect, rudeness, racism and sexual advances or any forms of discrimination against gender age or ethnicity or of any sort will not be tolerated. Any such behaviour will result in offenders being asked to consider your booking, leave the studio and leave the course.
- Any damage you cause to the equipment you are using, will be your liability to replace.
- 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 or loadshedding.
- The programme is designed to ensure you attain key learning objectives and that is the focus of your course, you are requested to speak or engage about that only,
- No training instructor / chef is required to engage and advise you on other course elements and details or provide you with any more information which is not covered in your course.
- 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 comfortably complete tasks.
- The completion time may differ based on the number of students on the programme. The times allocated online is an indicative number for full capacity on a course.
- 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.
- Bakeology Studio reserve the right to make amendments to course content and recipes without notice.
- Your training instructor at time may completely shift the way baking and decorating will need to be done in order to achieve your elements. If at times, certain products need more resting period prior to working on them that is the judgement call the individual will make in order to ensure you can work on that element. For example, with heatwaves and buttercream courses, if at times the chef plans to complete most key elements on one day if you (are the only person in class or it is manageable as per the number of people and duration of the time allocated) in order for you to have the right environment that is beneficial to complete the decorating key elements in the morning the next day. Your instructor has full right and discretion to ensure they apply their knowledge and insight to ensure you manage the learning objectives for your course.

**FERNDALÉ ON REPUBLIC**  
**079 451 2516**  
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- Please inform us in advance of any allergies, disabilities, diabetes, pregnancy, epilepsy, learning difficulties etc.
- Our kids and teens courses are designed for our kids or teens. Adults may not book or attend these.
- Minors under the age of 14 may not attend adult courses which are designed for adults and are fast paced and equipment will not be suitable for them to use on first hand.
- 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 / qualified chef will guide you as best as possible, it is for you to be able to complete your work in the best manner.
- Your products are an outcome of your learning and doing.
- Please read your instructions and follow the instructions of the chef if there are changes which at times they may be in order to keep you aware and engaged.
- Listen and respect your training instructor / Chef.
- Your training instructor / qualified chef will apply herself in order to guide you, teach you, demonstrate for you, wherever she feel you require assistance in order to achieve the objectives. Your chef from time to time will demonstrate decorating techniques and this will be more so if you are struggling and not applying the right technique to succeed. Qualified Chef may give you designs to complete so it stretches you to be creative. Qualified Chef may demonstrate once and also give you some space to work at your pace and with your own focus.
- Courses are all taught in English and it is upon the student to be able to follow instructions, additional time and additional staff are not allocated to assist. If special requests are to be made, this request must be submitted in writing in email and a response will be attended to if possible or not.
- 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.
- Our programmes incorporate as much baking as we can possibly fit into them, 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. A refund will not be provided in this instance. We encourage you to remain punctual in order to enjoy your programme.
- I shall voluntarily participate in a course, programme or workshop ("the activity") on my own responsibility, based on my full understanding of the course outline 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.



- No phones are to be kept nearby whilst baking, no photographs and no videos are allowed to be taken in respect of other students by other students. Full focus should be on the baking process. Photos and photo shoot session are to be done, later after product is completed.
- We will capture your moments and take photos of your products and you in the course and have your permission to post them on our website and social media.
- Please ask your team to take a few photos of you, if you wish to capture the moment. Chef will happily take a few where possible.
- Classes are usually planned according to load shedding schedule, however upgrades and downgrades on Eskom's schedule takes place at any time, which is worked around. Should the local electricity authorities Eskom encounter other challenges such as unplanned power failure that we may not foresee or plan for, Bakeology and the team cannot be held liable.
- Classes and times are communicated with careful consideration regarding all production unaware to you and in respect to all respective parties, staff times and studio times. Preparations, Welcome and Classes are to begin on time. Communication must be from student attendings side.
- Communication to follow up with student if they are attending on the day will not remain the administrative team's job or chefs job.
- A 15-minute buffer is given in all instances.
- Report to your courses 5 minutes before your course time is good practice.
- 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 needed or aligned to health regulations and 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, tentative 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.
- 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 for Bakeology Studio courses may only be used for courses. Gift vouchers are valid for 6 months from their date of purchase. Valid date will always be on a gift voucher.
- We require a copy of the ID (legal name and surname ) of the individual the gift voucher is for when making your booking.
- Non-Attendance of the course for whatever reason will result in forfeiting your course - your bookings and date selections are to be done knowingly.
- For whatsoever reasons, you can't attend to complete your course, you will automatically forfeit your course.

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- Bakeology Studio is entitled to cancel any course at any time subject to the repayment of any deposit or / and fees received in respect of the course that is being cancelled 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 working days prior to the course date selected) of any course fees. However, if the course was paid for by gift voucher, we will replace the vouchers to the value.
- Any refunds as per above within duration 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.
- Voucher bought for one course can be substituted for another course provided it is within the allocated value of the voucher ( See below )
- You are required to use your voucher value, shall you select a course that exceeds your vouchers value than you will be required to pay the difference. Shall you decide to do a course less than the value of the voucher you will forfeit the remainder.
- The course selected should be paid in full in order to attend a course.
- With loadshedding schedules, we serve the right to shift the start time to use time in the most effective manner. This will always be communicated (either through invite, email or whatsapp)
- No refund will be made if you fail to attend all or any part of a course.
- If you are late, please be aware that the class may have started. If you have missed essential parts of the class, we will not repeat earlier segments or accommodate you impacting anyone in the class. 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. Our intellectual property is not to be used to benefit others that have not directly obtained the training. It is unwise for you to also be a catalyst to help others when you are obtaining the training.
- You can reschedule your course providing a full 14 day's notice before your course date. 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 (email or whatsapp) to Bakeology Studio a week before your course start date. You will be allowed one reschedule and thereafter there will be an administration fee for each reschedule.
- We do not accept cancelations for course dates 7 days before course is booked or have begun. You can reschedule your course providing a full 14 day's notice before your course date.
- Shall you not reschedule your course prior to **7 working days before or prior to your course date**, you will forfeit your course
- A refund is only provided if it is 3 weeks in advance of your course date. Once courses have been rescheduled, refunds are not offered.

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- There are administration fees for all these changes and cost incurred to plan for your course and an additional administration fee can be charged based on the cost to reschedule and will be provided. To avoid charges book according to the schedule.
- 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.
- We strongly recommend looking into accommodate shall you be traveling from far. If you need any assistance, you may seek advice and suggestions from the Bakeology Studio Team.
- By booking your courses you are in acceptance of these terms and understand the offerings and services.