

HIDEAWAY LANE TERMS AND CONDITIONS

GENERAL INFORMATION

- Booking and Full payment is required in advance.
- Booking notification is final – no further reminders will be issued.
- Pre-paid gift cards are also regarded as payment.
- All credit notes issued are not redeemable for cash and cannot be resold or exchanged.
- If you have booked a private venue hire package, you are welcome to use the hour prior to your booking time to add personal decorations

CANCELLATION/REFUNDS

- Refunds will not be offered once a booking is paid and confirmed
- **NO SHOW** -Your ticket(s) will be forfeited if you don't show up for the class/event.
- We are happy to issue you with a credit note valid for 6 months if a rebooking is requested 4 weeks before the class/event.
- If your rebooking/cancellation request is less than 4 weeks before the class/event, you are welcome to send someone else to attend in your place. If you are unable to send someone else to attend, you will be offered a partial refund of 50% of your ticket value in the form of a credit note valid for 6 months.
- Should we need to cancel a class/event, we will notify you as soon as possible by email. You will be issued a credit note valid for 6 months.
- If we haven't reached the minimum numbers we reserve the right to cancel up to 7 days prior to the date. We will inform you within 7 days of the date and we will provide a credit note valid for 6 months to rebook for another event at a later date.
- If we have to cancel an event due to unforeseen circumstances (force majeure) such as government directives or extreme weather events, you will be notified as soon as possible and we will give you a credit note valid for 6 months for you to rebook.

GENERAL FOOD ALLERGY POLICY FOR **EVENTS AND CLASSES**

- As a fully operational cooking school and commercial kitchen, Hideaway Lane utilises nuts, wheat, dairy, sugar and other raw natural ingredients and wholefoods on our premises every day. We are aware of potential allergies to these foods and the severity of the reactions some individual may experience.
- In the interest of safety and comfort of everybody attending our events and classes, Hideaway Lane has a General Public Allergy Policy (see below). This policy applies to all people entering the premises, whether you attend a general cooking class or a private event.
- HIDEAWAY LANE reserves the right to refuse entry to a cooking class or a private event on the day (with no refund or class transfer available) if the guest has a known allergy and hasn't informed us prior to attending the class/event.
- **Anaphylaxis**
Individuals (children and adults) with severe allergies to nuts, wheat, gluten, milk and other dairy foods, egg, sesame, soy or any other ingredient that results in **ANAPHYLACTIC REACTION** upon ingestion or inhalation of, or any other exposure to, the allergen are **NOT PERMITTED** to attend our cooking classes.
- **Mild Allergies**
Individuals (children and adults) with **mild** allergies to nuts, wheat, gluten, milk and other dairy foods, egg, sesame, soy or other ingredients upon ingestion or inhalation of, or any other exposure to, the allergen **MAY** attend our cooking classes or private events, but are informed that there may be presence of the allergens in the class environment.

TERMS AND CONDITIONS SPECIFIC TO PRIVATE VENUE HIRE AND EVENTS

DEPOSIT, DATE SECURITY AND PAYMENT :

Due to the nature of events being pre-booked well in advance and the difficulty to replace these bookings, the following deposit/cancellation/reschedule terms apply.

Deposit

To confirm and secure your booking we require a 20% **deposit**. This deposit is non-refundable and is **retained** in case of:

1. Cancellation
2. Change of mind

Final payment

The remaining balance for venue hire, catering, and upgrades is required to be settled no later than **1 week prior to your event**.

Our preferred method of payment is by Direct Debit into our nominated account as per your invoice. Hideaway Lane reserves the right to cancel a function should outstanding payments not be paid in a timely manner as indicated above.

Reschedules/Cancellation

Reschedule requests will incur a \$200 change fee + balance of new venue hire and catering fees if there has been a price increase since booking. One reschedule will be permitted, after which will be considered a cancellation. Reschedules will be considered cancellations if requested less than 1 month prior to event date.

In addition, Hideaway Lane accepts no liability for any financial loss suffered by you or any guest should your event need to be relocated, postponed or cancelled, due to circumstances unforeseen (force Majeure) or beyond our control, including extreme weather events or government directives.

ALCOHOL :

We are a BYO event space, however our specific alcohol policy is as follows:

1. You are welcome to BYO beer, wine, cider and premixed drinks (no neat spirits).
2. RSA principles are to be adhered to at all times. Our staff will serve your drinks.
3. Food service must commence prior to drinks being served.
4. **Drunken or abusive behaviour will not be tolerated.** After one warning, drunk or disorderly guests will be asked to leave the premises immediately.

VENUE STYLING AND FLOWERS :

We will complete a basic set up of the venue for you. This includes table configuration (generally one long table with our garden chairs), tablecloths, cutlery, crockery, glasses etc. **Flowers and personal decorations are not included** (unless previously arranged with us).

- Please advise your florist/stylist that the venue is available 30 mins prior to event for set up.
- It is your responsibility to remove flowers/greenery/decorations immediately following your event
- If you are hiring **external tables and chairs/furniture**, we apply a **fee of \$200** for removal and storage of our furniture. Furniture must be onsite the day prior to your event (morning) to give us time to complete set up.

TERMS AND CONDITIONS SPECIFIC TO **ARTISAN CLASSES**

- **START TIME:** Classes will start on time. We advise guests to arrive on time for the beginning of the class. We kindly ask that you arrive no earlier than 20 minutes prior to class commencing as we will be preparing for your class until this time.
If you are late to class, we will not be able to begin the class again for you
- Adult cooking classes are for 16 years and above, unless otherwise stated in the class description. In the case where children are permitted to attend an adult class, they must be 8 years old and above. Please note that any child under 16 must be accompanied by an adult.
- **STUDENT HEALTH RESPONSIBILITY:** Please do not attend if you have become ill within 48 hours before your class with any diseases such as colds and flu, diarrhoea, vomiting... diseases can be spread through food and we aim to protect all our students. You are welcome to send someone in your place if you are ill.
- **STUDENT ATTIRE:** Our classes are immersive and hands-on. You will be on your feet most of the time so please wear comfortable, closed-toe shoes. Please remove any jewellery from your hands.
- **CLASS INGREDIENTS:** As we are committed to serve you only the freshest produce, please note that some of the class menus may vary slightly depending on product availability on the day.
- Some classes may be recorded and part of the content may be used for promoting future classes on HIDEAWAY LANE online channels, including (but not restricted to) Facebook, Instagram, YouTube, and both on our blog and newsletter.
- **RELEASE OF LIABILITY:** When participating in a cooking class or event where the students or participants will be around or using sharp and potentially dangerous tools suitable to a kitchen environment, the student releases indemnifies and excludes HIDEAWAY LANE and its employees from any and/or liability of any kind for any damage or injury incurred while attending or visiting HIDEAWAY LANE.
- **DAMAGE/LOSS OF PERSONAL PROPERTY:** HIDEAWAY LANE will take all necessary care, but accepts no responsibility for the damage to or loss of property left in the venue prior to, during or after a class or event. HIDEAWAY LANE is not responsible for the loss or damage of personal items in any form. If a student does happen to leave an item in class, the student has 14 days to retrieve the item otherwise we will donate it to charity.