



Melt Arts CIC
Adult Open Class
(September 2025)

Melt Arts CIC – Open Class Terms & Conditions

We love welcoming you into our sessions and want everyone to have the best possible experience. To help us plan effectively and run classes smoothly, please read our booking terms below.

1. Booking Your Place

- All places must be booked through our online booking system.
- Bookings are confirmed once payment is made.
- We're not able to hold places via message or social media.

2. Minimum Numbers

- We require a minimum of 4 participants to run an open class.
- This helps ensure the session is enjoyable, supportive and financially sustainable.

3. Class Confirmation & Cancellation (Our Side)

- We review class numbers 3 hours before the session.
- If we haven't reached the minimum number, the class will be cancelled.
- If a class is cancelled, you can choose either:
 - A full refund, or
 - To transfer your booking to another class.

4. Participant Cancellations / No-Shows (Your Side)

- If you can no longer attend, please cancel at least 3 hours before the class via the booking system.
- Cancellations made after this time, or if you do not attend, are non-refundable.

5. Arriving on Time

- Please arrive a few minutes early to settle in.
- Late entry may not be possible once the session has started, to avoid disruption.

6. Respect & Safety

- We aim to create a supportive, welcoming environment for everyone.
- Please be kind, respectful and follow the guidance of the facilitator at all times.

7. Stay Updated

- For the most up-to-date class announcements, schedule changes and reminders,
- please join our WhatsApp community.
- It's the easiest way for us to keep everyone informed in real time.

8. Safeguarding, Wellbeing & Personal Responsibility

- Your wellbeing is important to us. If you have any injuries, medical conditions, learning needs, or access requirements, please let the facilitator know before the class so we can support you safely.
- As a participant, it is your responsibility to share any relevant information that may affect your participation or require additional support during the session.
- You are encouraged to participate at a level that feels comfortable for your body. Please stop if something does not feel right and let the facilitator know.
- While we work to provide a safe environment and supportive guidance, Melt Arts CIC is not responsible for any injuries that may occur as a result of participation.
- Melt Arts CIC cannot accept responsibility for the loss, theft or damage of personal belongings, including items left unattended in the building.

All revisions are communicated to staff, tutors, and relevant partners.

Policy Details

Policy Owner: Melt Arts CIC

Applies To: On-site programmes and events at 32–34 Conway Street

Reviewed By: Karl Newsam

Last Reviewed: September 2025