

Creative Workshops FAQs

How do I enrol for a class?

The only way to enrol is to book and pay via our website. Click on the workshop you are interested in, select your preferred date, and make payment directly online. We cannot “hold” spots.

Can I cancel or reschedule my booking?

Our pottery workshops can be cancelled or rescheduled with 7 days’ notice.

All other workshops you can cancel or reschedule your booking up to 14 days before the session.

If you choose to cancel, you will receive your refund within 7 business days via Class Bento

What if I want to reschedule but there are no more dates available?

You are welcome to request a date for a future workshop to run. We will always be monitoring the timetable and will add more dates as we grow.

What happens if you (BRC) cancel a workshop?

Sometimes we don’t meet minimum numbers to host the workshop you have booked into. In the unlikely event that we don't reach this number, we'll cancel the class; in this case we'll inform you and allow you to get a refund or reschedule, so please watch your email/SMS one day prior to the class.

I missed my workshop, can I get a refund?

Unless you have given us the correct notice, we unfortunately cannot offer a refund due to the nature of our workshops. See *“Can I cancel or reschedule my booking?”*

The workshop date I want is full!

Pop yourself on the waitlist and we will notify you if we have a cancellation.

Does the fee cover all the materials I will need?

Generally, yes, unless the workshop listing stipulates a list of supplies to bring, like for our Beginner Drawing course, or you need to bring something specific like a particular colour of fabric to use for your Millinery workshop. We certainly try to make our workshops all inclusive. Read the listing carefully and look out for information sheets emailed regarding specific requirements for your chosen workshop.

When can I collect my pottery piece?

Your pottery piece should be ready 4-5 weeks after your workshop, and we will be in touch via email when it is ready for collection. Students have up to one month to collect their work after being notified that it is ready for collection. It is the student's responsibility to arrange collection within this timeframe during our business hours. If work is not collected within this time, it will be disposed of or donated to a local charity.