

Teme Valley Artisans CIC

Shop Visitor Terms & Conditions

Last Updated: February 2026

Welcome

By entering our premises, visitors agree to these Terms & Conditions. They are in place to ensure a safe, welcoming, and enjoyable environment for everyone.

1. Opening Hours & Access

- Opening hours are displayed in-store and online.
 - We reserve the right to close temporarily for events, maintenance, or unforeseen circumstances.
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2. Respectful Behaviour & Treatment of Staff and Volunteers

- All visitors must treat staff, volunteers, makers, and other customers with courtesy and respect.
- Abusive, aggressive, threatening, discriminatory, or inappropriate behaviour will not be tolerated.
- Reasonable instructions from staff and volunteers must be followed.

We reserve the right to refuse service or ask anyone to leave if behaviour is inappropriate.

3. Children & Supervision

- Children must be supervised at all times.
 - Parents/guardians are responsible for their children's behaviour and safety.
 - Fragile handmade items are displayed throughout the shop.
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4. Personal Belongings & Safety

- Visitors are responsible for their personal belongings.
- TVA cannot accept responsibility for loss, theft, or damage.
- Please report accidents or hazards to staff immediately.

5. Damage to Stock or Property

- Visitors may be asked to pay for damage caused through negligence or misuse.
 - Accidental damage should be reported as soon as possible.
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6. Dogs in the Shop

- Well-behaved dogs are welcome at staff discretion.
 - Dogs must be kept on a short lead at all times.
 - Owners are responsible for their pets.
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7. CCTV & Security

- CCTV operates on the premises for safety and crime prevention.
 - Footage is stored securely and handled in line with data protection law.
 - Images may be shared with authorities where required.
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8. Shop Watch & Crime Prevention

- TVA is part of the Tenbury Shop Watch network.
 - Relevant information may be shared to help prevent crime and maintain safety.
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9. Photography & Filming

- Personal photography is welcome.
 - Please ask before photographing staff or visitors.
 - Commercial photography requires prior permission.
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10. Workshops & Events

- Workshops are hosted and promoted by TVA but run independently by individual makers.
 - Each provider sets their own booking, cancellation, and refund terms.
 - TVA is not responsible for workshop refunds.
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11. Accessibility & Inclusion

- We aim to be accessible and inclusive.
 - Please speak to staff if you need assistance.
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12. Product Responsibility & Liability

- All products are supplied by independent makers.
 - Each maker is responsible for product safety and compliance.
 - All makers must hold Public and Product Liability Insurance.
 - Injury, loss, or damage caused by a product is the responsibility of the maker and their insurer, not TVA, except where required by law.
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13. General Liability

- Visitors enter the premises at their own risk.
 - TVA is not liable for injury, loss, or damage except where required by law.
 - Statutory rights are not affected.
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14. Changes to These Terms

- These Terms & Conditions may be updated from time to time.
 - The latest version will be available in-store and online.
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