

Thank you for your booking. Below is all the key pre-course information you will need.

Your course will take place at our baking studio:

449 Southchurch Road  
Southend on Sea  
Essex SS1 2PH

### TRAVEL INFORMATION

We do not have any car parking facilities. However, there are options for you, depending on your mode of transport:

You can reach us easily by public transport. The closest station is Southend East, served by the [C2C line](#) from Fenchurch Street, approximately 5 minutes walk away. We are also accessible from Southend Victoria, served by the [Greater Anglia line](#) from Liverpool Street, which is approximately 15 minutes walk away, but licensed taxis are also available and take around 5 minutes.

There is a bus stop immediately outside our baking studio, served by several routes - plan your journey via the [Arriva website](#).

There are short term free parking bays available along Southchurch Road as well as in the surrounding streets but be aware that time limits apply in some places, so ensure you park in a location suitable to the length of your course. However, we kindly ask that you consider our neighbours and take care when parking on residential streets.

The closest public car park is on the junction of Southchurch Road and Ilfracombe Road, which is around 5 minutes walk from the baking studio, charges apply. There is also limited parking available close to Southend East station, charges apply.

Please ensure that you allow adequate time for your journey. If you think you may arrive late, please contact us by phone on 01702 742343 as soon as possible, leaving a message if there is no answer – we will be preparing for your course and cannot always answer calls immediately.

Please be aware that to prevent disruption and delays for other guests you will be refused entry if you are more than 30 minutes late for your class.

### OUR ENHANCED SAFETY MEASURES

You can find out all about the steps we take to keep you safe and comfortable by [clicking here](#).

### ON ARRIVAL & GOING HOME

We will use the name, address and contact number of the primary booker for contact tracing purposes for all attendees on that booking.

Most classes start at 10am but there are some exceptions so please ensure you check this on your booking information.

You are welcome to join us up to 15 minutes before the class commences and you will have time to get prepared and refreshments will be available whilst you wait. Please note that due to setting up

and preparation for your course, we will not be able to admit you into the baking studio more than 15 minutes before your class start time.

All course durations are approximate and based on a range of factors including the total number of students and the speed they work at individually, equipment such as ovens and even the weather in some cases! This means classes may finish a little earlier or later than advertised, so please consider this when making travel or other plans after your course.

### BREAKS & LUNCH

Lunch is not provided as part of any group course.

Lunch breaks vary in length and may be split into shorter comfort breaks so please check the course page for your course on our website or get in touch and we can give you more details.

We highly recommend that students bring along a packed lunch. Please note however that we won't be able to heat or refrigerate anything for you.

We provide unlimited refreshments such as tea, coffee and water during all classes; staff will make these for you on request.

There is a Sainsburys Local and a Tesco Express close by, should you wish to buy anything to eat before your class or during the breaks. Staff will advise suitable times for those who wish to pop out.

There are a few restaurants, a pub and some take away places close by. There will not be time for guests to leave for a sit down lunch during the class unfortunately, but you may wish to visit one after your course. We politely ask that students do not bring in hot, strong-smelling take away food.

### WHAT YOU NEED TO BRING & WEAR

Just yourself! We provide absolutely everything you need.

Aprons are available for your use during the session but you are most welcome to bring your own if you would prefer. APRONS ARE ALWAYS LAUNDERED AFTER EACH USE.

Classes are hands on and you may be standing for lengthy periods whilst working, so we suggest that you wear comfortable, closed-toed footwear and only choose clothing suitable for a kitchen environment. Ensure that any valuables like jewellery or watches are either removed and stored safely with your personal belongings, or left at home.

We strongly recommend that long hair is tied back.

### WHAT'S INCLUDED

Students will take home everything they have produced on the day of the class and will be provided with packaging to take it away. For some classes we suggest that students bring along a large shopper or cool bag for transporting certain products. Please contact us for advice if required.

Usually there will be chances to taste the bakes the tutor makes on the day.

Refreshments are provided, but you are welcome to bring along anything else you would like during the day.

### MOBILE PHONES

If you need to have access to your phone during your session, please ensure it is switched to silent mode so as not to distract other students. Should you have to make or receive calls, texts or emails during your class, we wish to make you aware that we will not be able to delay the progress of the tutorial. You are welcome to take pictures of your work, but please ensure you do not take photos of the tutor, staff or other students without their permission.

### CANCELLATIONS / NO-SHOWS

When booking a course, you or the person who booked for you agrees to our Terms and Conditions by clicking the check box required. These T&Cs outline DTBS's cancellation policies and also covers the rare occasions when we must cancel or reschedule a course.

Please check carefully to ensure you or the person you have booked for can attend when making your booking. Once your place is booked and paid for (either in full or partially with a deposit) it is confirmed and allocated to you.

However, in emergency situations we aim to be flexible and if written notice by email is received at least 7 days before the class date, then a transfer charge of 25% of the fee paid when booking will be required to move to an alternative date. Should there be any decrease in course fees for the new booking, there will be no partial reimbursement made.

Please note that cancellation / reschedule requests received within 7 days of the class date will not be transferable and no refund will be given as DTBS will not be able to resell the unwanted place and cannot sustain the loss of two course places for one course fee. In such cases please advise DTBS of a nominated person who can attend in your place.

In all circumstances no-shows will not receive any refund or alternative date. A no-show is defined as a student who does not notify us of their non-attendance before the commencement of the class.

We look forward to welcoming you to Delightful Tea Bake School!

If you have any questions please feel free to contact us, or you may find what you're looking for in the [Q & A section](#) of our website.

All our Terms & Conditions, as agreed to at the time of booking, can be located by [clicking here](#).