



Gracie Glass Bingley – Frequently Asked Questions (FAQ)

Group Workshops and 1-to-1 Tuition

Do I need any previous experience to attend a workshop?

No previous experience is required. Workshops are suitable for beginners, and guidance is provided throughout. If you have some experience, sessions can be adapted to help you develop your skills further.

What is the difference between a workshop and 1-to-1 tuition?

Workshops are small group sessions focused on a specific project or technique at an external venue. 1-to-1 tuition is held at my shedio in Bingley and is tailored entirely to your individual interests, pace, and skill level, allowing for more in-depth learning.

What techniques will I learn?

Group workshops at external venues focus on the copper foiling technique. Depending on the session, 1-to-1 tuition may include fused glass or copper foil glass techniques. Specific details are provided for each workshop.

Are materials and tools included?

Yes, all materials and tools needed for the session are included unless otherwise stated.

How long do sessions last?

Group workshops are 1 day and typically run from 9:30 – 15:30 with a break for lunch. 1-to-1 tuition can be arranged for half-day or full-day sessions—details can be discussed when booking.

What should I wear or bring?

Please wear comfortable clothing and closed-toe shoes. Aprons and safety equipment are provided. You're welcome to bring a notebook or design ideas if you wish.

Can I book a private workshop or group session?

Yes, private workshops and small group sessions can be arranged. These are ideal for special occasions or team-building—please get in touch to discuss availability and options.

**Are workshops suitable for children?**

Workshops are generally designed for adults. Under 16's are welcome to attend with a responsible adult. If you're interested in sessions for younger participants, please contact us to discuss suitability and supervision requirements.

How do I book and pay?

Booking details and payment options will be provided when you get in touch. Payment is usually accepted via bank transfer or PayPal.

What is your cancellation policy?

Cancellation and rescheduling terms will be confirmed at the time of booking.

Can gift vouchers be used for workshops and tuition?

Yes, gift vouchers can be redeemed against workshops, 1-to-1 tuition, and glass products.



Handmade Glass Products

Are your glass pieces all handmade?

Yes, all pieces are handcrafted using fused glass, copper foil, and/or stained glass techniques. This means each item is unique, with its own character and subtle variations.

Will my item look exactly like the photo?

As each piece is made by hand and to order, colours, textures, and patterns may vary slightly from the images shown. These variations are part of the handmade process and make each piece one of a kind.

Are the glass pieces suitable for outdoor use?

Some pieces may be suitable for outdoor display, but exposure to weather and temperature changes can affect glass and metal over time. Please get in touch if you're looking for an outdoor piece so we can advise accordingly.

How should I care for my glass item?

Glass items should be handled with care and cleaned gently using a soft, dry or slightly damp cloth. Avoid abrasive cleaners or harsh chemicals, as these may damage the glass or soldered areas.

Are stained glass pieces fragile?

Stained glass is inherently delicate and should be displayed or handled carefully. While pieces are securely constructed, they are not designed to withstand impact or rough handling.

Do copper foil and soldered areas change over time?

Yes, soldered and copper foil areas may develop a natural patina over time. This is normal and can add to the character of the piece. Guidance on care can be provided if you wish to maintain a particular finish.

Can I request a bespoke design?

Yes, bespoke commissions are welcome. Please get in touch to discuss your ideas, colour preferences, size, and intended use.

**Are your products suitable as gifts?**

Yes, glass pieces make thoughtful and unique gifts. Gift vouchers are also available if you'd prefer to let the recipient choose their own piece or experience.

What happens if my item arrives damaged?

In the unlikely event that an item arrives damaged, please contact us as soon as possible with photos so we can advise on the next steps.

How long will my order take?

All items are **made to order**, with a processing time of **3–7 days** to ensure durability and quality.

How do you package your items?

We take care to package all items securely while being mindful of the environment. Wherever possible, we reuse and recycle packing materials, using a combination of cardboard boxes, bubble wrap, tissue paper, packing peanuts, and newspaper. This approach helps protect your item during transit while reducing waste.

Where do you ship?

Shipping is via Royal Mail tracked delivery and is available to:

- England
- Scotland
- Wales

My order hasn't arrived—what should I do?

First, check your tracking information. Gracie Glass Bingley can see the same tracking updates as you. If tracking shows "delivered" but you cannot find your parcel, check with neighbours or nearby safe places.

What is your returns policy?

We offer a **30-day refund policy**.

Items must be returned in original packaging and undamaged (unless they arrived damaged).



Return postage is the customer's responsibility. A full refund is issued once the item is received and inspected.

What if my item arrives broken?

Please email right away so the issue can be resolved as quickly as possible.

Can I cancel my order?

Yes — provided your item has **not yet been made**.

To cancel, email: gracieglassbingley@gmail.com