BSH SHOWROOM CLASSES AND EVENTS – ATTENDANCE CONDITIONS

1. **General**
   (a) BSH Home Appliances Ltd (***BSH***) has its showroom for the Bosch, NEFF and Gaggenau home appliance brands at 65 Parnell Rise, Parnell, Auckland, 1052 (***Showroom***).
   (b) BSH hosts free and paid classes and events at the Showroom.
   (c) Upcoming Showroom classes and events can be viewed on the relevant brand website i.e.: Bosch-home.co.nz , NEFF.co.nz , and Gaggenau.co.nz .
   (d) Participants under the age of 18 must be supervised for the entire duration of the class or event.
   (e) Subject to conditions 4(a) and 8(b), by booking a class or event you are accepting these conditions.

2. **Bookings**
   (a) All bookings must be made via the 'Classes & Events' section of the relevant brand website i.e.: Bosch-home.co.nz , NEFF.co.nz , and Gaggenau.co.nz .
   (b) Registrations for Showroom classes and events are limited and bookings will be taken on a first-come, first-serve basis.
   (c) Where classes or events require payment, bookings will not be secured until full payment is received.
   (d) Class and event prices include GST.
   (e) Bookings will be confirmed via email.
   (f) If you have registered for a class and/or event but have not received e-mail confirmation please contact the Showroom on 0800 245 708.
   (g) BSH reserves the right to refuse a booking at its sole discretion.

3. **Payments**
   (a) Payment (where applicable) is required at the time of booking and can be made via Credit Card.
   (b) Payments for classes and events may be facilitated by BSH's payment processing and website hosting providers that may request further credit card and identification information for validation procedures.
   (c) While BSH and its processing and website hosting providers employ secure technology for transactions, where it is fair and reasonable to do so BSH (including its officers, employees and agents (***staff***)) will not be liable for any loss or damage suffered by a customer whose credit card or bank information is misused or stolen.

4. **Cancellations**
   (a) Cancellations made at least five business days prior to the class or event may be rescheduled, or a full refund requested.
   (b) Cancellations made between five days and 48 hours prior to the class will incur a cancellation fee of 50 percent of the class or event purchase price.
   (c) Cancellations made less than 48 hours prior to a class or event and 'no-shows' will not be refunded.
   (d) BSH reserves the right to cancel classes and events with 24 hours' notice where it is fair and reasonable to do so. In this instance, a full refund will be provided.

5. **Menu and Allergies**
   (a) BSH reserves the right to change any and all menus (if applicable) without notice.
   (b) All customers must make food allergies known to BSH at the time of booking and upon commencement of the class or event.
   (c) **As a fully operational showroom, nuts, wheat, dairy, fish and other ingredients may be used.**
   (d) **BSH cannot ensure that food will not contain traces of nuts, wheat, dairy, fish and other ingredients.**

6. **Classes and Events**
   (a) All classes and events will start on time so BSH recommends customers to arrive at least 15 minutes early to avoid missing the start.
   (b) If a customer is deemed unwell or unfit to attend (e.g. cold, flu, intoxicated, vomiting, causing harm), BSH may refuse the customer entry into the Showroom, or request that the customer leaves the Showroom immediately.
   (c) BSH advises customers to wear closed-toe footwear if participating in cooking classes.

7. **Liability**
   (a) Except for any liability that cannot by law be excluded, including the statutory consumer guarantees as provided under the *Consumer Guarantees Act 1993*, as well as any other non-excludable warranties under applicable consumer protection laws, BSH and its staff are not responsible for and exclude all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity and personal property); whether direct, indirect, special or consequential.
   (b) Any customer who damages BSH property including, but not limited to, walls, doors and appliances as a result of inappropriate conduct will be pursued for costs.

8. **Privacy**
   (a) BSH may collect personal information in order to administer the class or event. BSH may disclose such information to third parties, including but not limited to agents, contractors, service providers and offer suppliers. BSH will not otherwise disclose your personal information unless you have been informed or you have consented or BSH is otherwise permitted or authorised to do so by law. Participation in the demonstration is conditional on providing this information. BSH may use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning you. You should direct any request to access, update or correct information to BSH. BSH's privacy policy can be viewed on the relevant brand website i.e.: Bosch-home.co.nz , NEFF.co.nz , and Gaggenau.co.nz (follow the 'Privacy Policy' link) or by calling 0800 245 708 or e-mailing our Privacy Officer at privacy.nz@bshg.com.
   (b) Classes and events may be photographed or filmed for promotional purposes. If you do not wish to be filmed or have your photo taken, please notify BSH staff prior to the commencement of the class or event.

Effective: 14 September 2026