



Cancellation Policy for Clay Experience (Linda Southwell Ceramics)

Workshops bookings

Full payment for workshops, payable online, is required at the time of booking to secure your place. There is a capacity of 6 people on the workshops, if you book online and the workshop is full you will automatically be placed on a waiting list. Please attend on time to all workshops at the specified start time. If you are more than 15 minutes late it may not be possible for you to participate in the workshop as the tutor would have to go over the same material again which is disruptive and unfair to other workshop participants.

Workshop cancellations by you

If cancellation is given with more than a month notice and someone is on the waiting list then a full refund will be available minus a £25 admin fee. If there isn't anyone on the waiting list then only half of the course fee will be refunded.

If you give **less than 1 month** to cancel a place on a workshop and there is no one on the waiting list and your place cannot be filled, you will receive no refund.

Evening classes cancellations by you

If cancellation is given with 1+ month notice and someone is on the waiting list then a full refund will be available minus a £25 admin fee. If there isn't anyone on the waiting list then only half of the course fee will be refunded.

If you give **less than 1 month** to cancel a place on a workshop, there is no one on the waiting list and your place cannot be filled, you will receive no refund.

If you miss a session, unfortunately we cannot offer an opportunity for you to 'catch-up' and no refund is available for individual sessions as materials will have already been purchased.

Workshop cancellations by us

In the unlikely event that we have to cancel a workshop, you will be given as much notice as



possible and offered a transfer to another date, voucher to be used at another time or a full refund. If the cancellation is due to factors beyond our control (i.e. pandemic) you will be offered a transfer, voucher or refund with an equivalent value minus £25 admin fee.

We will not be held liable for any other costs or expenses that you may incur in the event of cancellation by us.

Evening Class cancellations by us

In the unlikely event that we have to cancel an individual evening class session, you will be given as much notice as possible and offered:

- to extend by the course by the equivalent number of weeks missed
- an equivalent value voucher to be used at another time
- or a full refund.

If the cancellation is due to factors beyond our control (i.e. pandemic) you will be offered an extension, voucher or refund with an equivalent value minus £25 admin fee.

In the unlikely event that we have to cancel a full 6 week course, you will be given as much notice as possible and offered:

- a transfer to another date,
- an equivalent value voucher to be used at another time
- or a full refund.

If the cancellation is due to factors beyond our control (i.e. pandemic) you will be offered a transfer, voucher or refund with an equivalent value minus £25 admin fee.

We will not be held liable for any other costs or expenses that you may incur in the event of cancellation by us.