

## Terms and Conditions and Cancellation Policy

### **If you need to cancel your workshops place**

Please let us know as soon as possible. Tell us 4 weeks prior to the workshop date and you can transfer to another workshop, if there are places available. Alternatively you can have a credit for the sum paid which must be used within 6 months of receipt. Which ever you chose, a 20% cancellation fee will be charged.

If you give less than 4 weeks notice, your payment is non-refundable and non-transferable. We recommend that you find someone else to take your place. Just let us know and if there are any special dietary requirements.

If we manage to re-sell your place within 4 weeks of the course date we will refund your payment minus 20% cancellation fee or give you a credit less 20% to be used within that calendar year.

If you have used our gift vouchers, and tell us 4 weeks prior to the workshops date, you can transfer to another workshop if places are available. If you are using Craft courses vouchers you can use these to book an alternative workshop on our site or on any of the workshops on the Craft Course website.

### **If we need to cancel a workshop:**

Although we make every effort not to disappoint people, occasionally we may have to cancel a workshop due to tutor illness or other unforeseen circumstances or 'Force Majeure'. We will try to give you as much notice as possible

You can choose to transfer to another workshop in 2022, subject to availability or we will give you a full refund of fees/deposit paid

Whilst we will make every effort to find a replacement tutor, this is not always possible at short notice because a number of our tutors are specialists.

Unfortunately we are unable to refund any travel, accommodation or any other related costs that you may have incurred in booking a workshop. Cowshed Creative are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your Booking as a result of circumstances beyond our control. Such circumstances shall include (but will not be limited to) war, terrorism, serious crime, industrial action, flooding, natural disaster, epidemics/ pandemics or such similar events ('Force Majeure'). If the cancellation is due to a Covid Lockdown, we will offer alternative dates in 2022 or a refund minus a small admin fee of £5

If you have booked your place through Craft Courses, you will need to contact them in regards to a refund or a change of date.

### **Health and Safety**

We take our Health and Safety responsibilities very seriously and aim to keep all students safe whilst they take part in creative workshops. We ask students to listen carefully to the Health and Safety instructions provided by the tutor and familiarise themselves with fire and emergency procedures that are displayed on the wall.

During the Covid pandemic, all students attending courses must comply with our special measures, which are regularly updated to meet government guidelines. These are available on our website. We also send out updates in a pre-course email and within the workshop induction.

Whilst we endeavour to meet the needs of students with special dietary requirements, students must inform us of these at least a week prior to the workshop date.

Thank you for support.

### **Complaints**

In the unlikely event that you wish to make a complaint, please talk to the tutor first, during the session. They may be able to resolve the problem. If you feel unable to do this or you feel your complaint has not been resolved, please speak to George Grange in person or call her on 01539 821210 on the day. She will be happy to discuss your concerns.