



## CANCELLATIONS & REFUNDS POLICY

Summary of cancellation charges are as follows:

TIMESCALE OF CANCELLATION NOTICE	REFUND
21 days or more before the course start date	Full refund will be given
15 – 20 days before the course start date	50% refund will be given
14 days or less before the course start date	We regret that no refund can be given if a cancellation is made 14 calendar days or less before the course start date

Refunds will only be made to the payees account from where the original payment was made.

To prevent cancellations and fees where possible, Clarriets Crafts will be happy for the participant's name to change, free of charge, up to 48 hours before the start date of the course.

For bookings that are at risk of being cancelled and no replacement is made, we will be happy to transfer the booking to the next available date free of charge, or for the participant to join a waiting list if no suitable date is available. Transfers can only be made up to 48 hours of the course start and can only be made once.

All requests to cancel, change a participant name or transfer to a new course date must be made in writing to [clarriets@gmail.com](mailto:clarriets@gmail.com). Clarriets Crafts will confirm the request with a written acknowledgement within 24 hours of receipt. Clarriets Crafts will aim to process refunds within 14 days of written acknowledgement being sent.

### Lack of minimum participants

In order to ensure the best learning experience possible there will be a minimum number of participants required for each course to run effectively. Therefore, when minimum numbers have not been met, Clarriets Crafts reserve the right to cancel the course. Cancellations made in this circumstance by Clarriets Crafts will be communicated to delegates within 48 hours of the course start date. Participants will be offered a new course date and transferred to the next available course. If the participant is not able to attend on the alternative date(s) given, a full refund will be made available. Clarriets Crafts will aim to refund payees within 14 days of the course cancellation.