



Events and Course Booking

Changes and Cancellation Policy

We hope that you will be happy with your booking of one of our events or courses. However, we are willing to accept changes to, or cancellations of, one or more places in your booking in accordance with this policy.

PLEASE NOTE, WE ONLY ACCEPT CHANGES OR CANCELLATIONS FROM THE PERSON WHO MADE THE BOOKING

Questions or problems with your booking

If you have any questions or problems with your booking, please contact us at admin@woodworkingschool.com and we will try to help you.

Changing the people who will attend the event / course

We will allow you to change attendees provided the new attendee meets any age and other criteria specified in our booking [Terms and Conditions](#) and that you have notified us of the change at least **10 days** before the event or course is due to start.

Changing for a different course date

We will allow you to change to an alternative course / event or date only if there are sufficient places available for those attendees in your booking whose event or course date you wish to change. If there is a waiting list for the alternative course / event or date, they can join the waiting list but will not be given preferential places at the event or on the course.

Cancelling your booking

If we are unable to resolve your problem and wish to cancel one or more places at the event or course you have booked the following will apply:

For any bookings made less than 14 days before the event or course starts	You will only be entitled to cancel if you notify us of your wish to cancel prior to the event or course starting in which case, you will receive a full refund for the cancelled place.
For any bookings made 14 or more days before the event or	You will have the right to cancel one or more places from the booking for up to 14 days after the date on which we confirm

course starts	receipt of your booking (the ' cooling off period ') if you notify us of your wish to cancel and to receive a full refund for the cancelled place(s).
For any bookings made 14 or more days before the event or course starts	<p>You will have the right to cancel one or more places from the booking after the 14 'day cooling off period' if you notify us of your wish to cancel but this will be subject to the following charges:</p> <ul style="list-style-type: none"> • Cancellation not less than 28 days before the course start date. A full refund will be given less an administration fee of £25. • Cancellation not less than 10 days before the course start date. A 50% refund will be given less an administration fee of £25. • Cancellation less than 10 days before the course start date or non-attendance. No refund will be given.

How to exercise your cancellation rights

To exercise your cancellation right, you must notify us that you wish to cancel. You can find our Cancellation Form [here](#). You do not have to use this form.

When to expect refunds for cancelled booking

All refunds for cancelled course / event bookings will be made within 14 days of receiving notice of cancellation from the person making the booking.