

## **2019 Terms and Conditions for events, courses and workshops at Sacrewell**

Payment in full must be received before the commencement of the event, workshop or course to reserve a place.

### **Cancellations and refunds**

Sacrewell workshop and course bookings are subject to the following cancellation and refund policy:

- Cancellation by customer less than 7 days before the event/workshop/course: no refund
- Cancellation by customer more than 7 days but less than 28 days before the event/workshop/course: 50% refund
- Cancellation by customer more than 28 days before the event/workshop/course: 100% refund

Friends or family are able to attend in your place. You need to provide us with 24 hour notification of the change, along with the name/s, contact number and email of the person attending.

If, due to unforeseen circumstances, Sacrewell have to cancel an event, workshop or course, we will endeavour to give as much notice as possible and will contact you by email. We will offer a full refund of payment already received.

Although our terms and conditions apply to all bookings we do try to be flexible and if you feel your cancellation is due to exceptional circumstances please do contact us on [office@sacrewell.org.uk](mailto:office@sacrewell.org.uk).