



Sandbach Craftworks offers a workshop booking policy to ensure we can continue providing high-quality experiences for everyone. This is a new reservation process to better support our workshop planning and availability.

Payment Options:

- Online payment through our booking site.
- Calling into the Studio to pay by card or cash or Telephone the studio and pay by card over the phone

Workshop reservations must be confirmed with full payment prior to the scheduled date unless arrangements have been made with the studio to pay on the day.

- Workshops may be cancelled if the minimum attendance set by the Tutor is not met by 3-days before the start of the workshop. This approach allows us to guarantee workshop viability and prepare thoroughly for each session.

If you are unable to attend the Workshop for any reason, you may email us at sueoconnell@sandbachcraftworks.co.uk or telephone 07766 489881 to provide us with the name of a substitute to attend the Workshop on your behalf or if you are asking Sandbach Craftworks to find a substitute attendee, we will endeavour to do so, but should we be unable to find a replacement the following will apply:

Cancellation made over 4 weeks - full refund

Cancellation made in weeks 4 - 75% refund

Cancellation made in week 3 - 50% refund

Cancellation made in week 2 - 25% refund

Cancellation made less than 7 days - no refund unless a substitute can be found.

There will be a £5 cancelation fee, if a refund is given due to bank charges incurred.

At the discretion of the tutor, you may be able to transfer the ticket to another workshop(allowed once) to the same value or add further monies.

On receipt of this email or telephone call, we shall make such substitution and allow the nominated person access to the Workshop.

We may at our discretion charge an administration fee of up to £5 for making such substitution.

Bookings made online are subject to a 14-day cooling-off period unless the workshop takes place within that time and you agree to waive this right.

If we cancel a workshop, you will receive a full refund or the option to transfer.

No refunds are given for non-attendance.

We love creating meaningful workshop experiences for you, which requires significant preparation time and resources. By confirming bookings in advance, we can:

- Ensure adequate preparation for each workshop:
- Maintain our commitment to delivering high-quality, well-planned sessions
- Provide a more reliable scheduling process for all participants

We appreciate your understanding and continued support. If you have any questions about the new policy, please do not hesitate to contact us directly.

Sue O'Connell

Creative Director