



# Refund POLICY

Sandbach Craftworks offers a workshop booking policy to ensure we can continue providing high-quality experiences for everyone. Starting from January 1st 2025, we will be implementing a new reservation process to better support our workshop planning and availability.

- Workshop reservations must be confirmed with full payment at least 3 days prior to the scheduled date.
- Workshops may be cancelled if the minimum attendance set by the Tutor is not met by the 3-day advance deadline.

This approach allows us to guarantee workshop viability and prepare thoroughly for each session.

## Why We're Making These Change:

-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

## Payment Options:

- Online payment through our booking site.
- Calling into the Studio to pay by card or cash.

If you are unable to attend the Workshop for any reason, you may email us at [sueoconnell@sandbachcraftworks.co.uk](mailto: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:

**Over 4 weeks notice - full refund, weeks 4 and 3 - 75% refund, week 2 - 50% refund, 5-7 days notice 25% refund, less than 4 days - no refund unless a substitute can be found.**

**There will be a £2 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.

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



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