



Refund POLICY

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:

Over 4 weeks notice - full refund, weeks 4 and 3 - 75% refund, week 2 - 50% refund, 4-7 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 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 £10 for making such substitution.



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