

The Secret Garden Cancellation and Refund Policy

Pre-booked sessions may be cancelled by the group leader because of illness, personal emergencies, because of inclement weather or another reason that would make the planned session unsafe or not possible to continue. In these circumstances The Secret Garden asks all participants to agree to the following policy.

Cancellation policy

I acknowledge that a session I have booked may be cancelled by the group leader. I understand that this may sometimes happen at short notice, sometimes just an hour before the scheduled start time. In these circumstances I will be contacted by email and text message if I have given my phone number at the time of booking. The Secret Garden cannot be held responsible for wasted journeys in the event of cancelled sessions, although we will apologise and endeavour to give you enough notice to change your plans.

Refund policy

If a session is cancelled by the group leader I will be offered to transfer by booking to another session, or if this is not available or not wanted, I will be given a full refund. Refunds will be processed as soon as possible, usually the same evening, but can take a few days to be processed by the banks.

If I cannot attend a booked session, which is not cancelled, due to any reason, including illness, change or circumstances, or if I change my mind, I am not entitled to a refund. At the discretion of The Secret Garden I may be offered to transfer to another session however this won't always be possible.