

Booking and Cancellation Policy for Attendees at Workshops and Tuition

Booking places on workshops

- Places on paid for workshops hosted by Guild are bookable from the time the programme is released up until the day of the workshop, subject to availability.
- Please book with the representative of the programme sub-committee who is organising the workshop. This will be made known to you at the time the programme is released, and reminders sent through Guild email and social media notifications. Your place is **NOT** secured until you have paid.
- If paying by online banking, please reference the payment, 'Workshop' followed by the name of the workshop. This enables the treasurer to identify the reason for payment.
- If paying cash through the 'door money' book, please reference the payment with your name, then 'Workshop,' followed by the name of the workshop (for the same reason above).

Workshop cancellations by you

Speakers and workshops set out in the Guild programme are planned a year in advance, including plans on how to meet the costs. To manage this and ensure the viability of the talk or workshop we have a general *non-refundable policy* on the payment of workshop places.

However:

- ❖ If you give **more than** 14 days notice (prior to the event date) to cancel a place on a workshop we will offer you a FULL refund.
- ❖ If you give **less than** 14 days' notice (prior to the event date) to cancel a place on a workshop we will refund your payment if the cancelled place is re-sold.

Please check your diary carefully to ensure that you are available to attend any workshops you book with the Guild.

Workshop cancellations by us

In the event we have to cancel a workshop we aim to give you at least 24 hours' notice (unless an emergency has occurred) and offer a transfer to another date, or a full refund. We will not be held liable for any other costs or expenses you may incur in the event of cancellation by us.