

Booking and Cancellation Policy for those attending paid for workshops

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.
- You must pay at the time of booking, and this secures your place.
- 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.

Workshop cancellations by you

Speakers and workshops set out in the Guild programme are planned at least a year in advance, including plans on how to meet the costs. We therefore need to have a clear cancellation policy to ensure that we cover our costs and ensure the viability of the talk or workshop.

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

All our workshops are non-refundable, however:

If you give more than 14 days' notice to cancel a place on a workshop your options are as follows:

- We will be happy to transfer you to another workshop, *space permitting* (this is not a guarantee of a place), to be attended within the same programme year.
- If there are no suitable future dates for you to transfer to, we will offer you a full refund.

If you give less than 14 days' notice to cancel a place on a workshop, then your options are as follows:

- If you would like to transfer, we can only transfer you to a future workshop if the place you cancelled is re-sold.
- If you would like to transfer but the cancelled place is not resold, we can add you to a last-minute availability waiting list for future dates of other workshops.
- If there are still unsold places on future workshops, within 48-24 hours the workshop is due to take place, we will offer you a place and ask you *to pay the additional costs if this workshop place is higher in price*. No refund will be made if the workshop is lower in price.* Please note this option is not a guarantee of a space.

*The reason we will *not* refund the difference in price of a future workshop *if the price is lower*, is because the charge you paid on the workshop cancelled with less than 14 days' notice, kept that workshop financially viable for the other attendees.

We will do our best to fill the cancelled place within 14 days' notice time. Please be aware that in our experience it can be *difficult to fill places on workshops at short notice*.

Covid19

If you have Covid19 or are displaying symptoms of Covid19 you will be offered the opportunity to attend another workshop, subject to availability of spaces, to be used within the same programme year. In the event of a government lockdown due to Covid19 you will be given a full refund.

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 that you may incur in the event of cancellation by us.