

## Course Cancellations Policy

By booking and paying for your course you agree to attend on the days specified. If you cancel your place on a course or event more than 4 weeks prior to the course you will be refunded 90% of your fee. If you cancel a place less than four weeks before the course date no part of the fee will be refunded (this includes any instalments or partial payments towards the cancelled course). All cancellations must be made in writing or by email to [admin@theglassfoundry.co.uk](mailto:admin@theglassfoundry.co.uk)

We reserve the right to cancel a course or event for whatever reason. You will be advised of vacancies on other courses or alternative dates for the cancelled course should this happen. If you do not wish to book on an alternative course or cannot make the dates for a rescheduled course - repayment will be made in full.

We strongly advise students to arrange course cancellation insurance to cover unforeseen events such as sickness, inclement weather, or the cancellation of a course by us and for which travel and accommodation costs have been incurred.

UK residents are advised to contact Guest First on 0345 071 3929 or visit their website at <https://www.guestfirst.co.uk/>

Insurance is particularly important during the winter months when the likelihood of unfavourable weather and associated travel disruption is higher.

Non-UK residents are advised to contact their local insurance broker or issuer to apply for cover with regards to VISA application in addition to the recommended cover options above.

If you would like to transfer to a different course or date then we may be able to accommodate you, subject to availability and so long as the request is made no less than six weeks before the course is due to start.

Within 6 weeks of the course start date, The Glass Foundry will only offer students a transfer to another course in exceptional\*

circumstances and only if the place can be re-sold to another student. A £20 administrative fee will be charged (per person per place) for ALL transfers. The course should be of the same or higher value. If the replacement course fee is lower and we have resold their original place then the difference will be refunded. If the replacement course(s) is of a higher value then the difference is payable.

Course places may be passed on to another person(s) by the booked attendee(s). In this instance we would ask that you inform us of the change of attendee (name and contact) and no transfer fee will be incurred. An example might be if a person is unable to attend and they pass on or resell the course place to a family member or friend.

Gift vouchers are available for all of our courses. Please be aware that if you purchase an open voucher (one with no date) this operates as a monetary voucher even although the voucher you present may not have a monetary value displayed.

Our course fees go up for a variety of reasons and should our course fees increase before the voucher is redeemed an additional fee may be payable. Course cost increases will not affect gift vouchers for courses with a specific date - in this instance no additional course fee would be payable.

Once a voucher has been redeemed towards a course, or the date has been requested and confirmed (by online booking, phone, email or post) our usual course booking terms apply, including transfer fees.