

Terms and conditions of booking a workshop

- 1) The Provider shall be Simply Handmade Limited, Unit K4, Woodhall Business Park, Sudbury, Suffolk CO10 1WH.
- 2) The Student shall be the person who completes the booking and all correspondence from the Provider will be with the Student. If the Student is purchasing the workshop as a gift, then it is the Student's responsibility to ensure all correspondence from the Provider is forwarded on to the recipient of the gift.
- 3) The Student shall pre-book the course of their choice and payment shall be made in full at the time of booking. The Provider is unable to hold a place until payment has been made in full.
- 4) All confirmed Students will receive an automated booking confirmation by e-mail as payment of the booking fee alone does not constitute acceptance of a place on a workshop. Should the Student not receive this within 7 days prior to the workshop date, then the Student must contact the Provider to ensure that there are no problems with the booking. The Student should check their "junk" mail folder for the automated booking confirmation before contacting the Provider.
- 5) The Provider will also send an e-mail to the Student no later than three days prior to the workshop date to remind them of their booking and to give joining instructions and any other special requirements.
- 6) For your security, the Provider will not accept cancellations by phone. If the Student wishes to cancel or postpone a workshop the Student must indicate in writing or via e-mail to info@simplyhandmade.co.uk
- 7) Should the Student need to cancel their place on a workshop, then the Student must give at least 14 days notice prior to the workshop date in order for the Provider to re-fill that space. If the space is refilled, then the Student will receive 100% refund of the booking fee paid; if the space is not refilled the Student will forfeit their booking fee. There is no option for the Student to be transferred to another workshop.
- 8) Should the Student give cancellation notice less than 14 days prior to the workshop date, the booking fee will be repaid by the Provider only if the Provider can re-fill that space. Should the Student give notice less than 7 days prior to the workshop date, then there will be no refund to the Student of fees paid whether the space is refilled or not. In either case, there is no option for the Student to be transferred to another workshop.

- 9) Should the Provider need to cancel the workshop, the Student will firstly be offered an alternative workshop. If 2 attempts to place the Student on an alternative workshop have failed, then the Student shall be refunded their booking fee in full.