

COURSE CANCELLATION POLICY – FOLLY LODGE STUDIOS

Folly Lodge Studios (referred to in this document as 'FLS') is committed to providing high quality courses to all its customers. We recognise that on occasions delegates will book onto course and subsequently find that they are unable to attend. In these situations we ask that customers notify us of their need to cancel a course booking as soon as possible.

Similarly, FLS will on occasion find it necessary to cancel a course and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

The information below outlines the action to be taken in case of cancellation.

28.1 Cancellation by delegates on courses for which there is an attendance charge:

28.1.1 General

If you need to cancel your booking/s for a chargeable course, our cancellation policy is as follows:

28.1.1.1 Please send cancellation details to FLS by email or by telephone at least 21 days prior to the course.

28.1.1.2 Please inform the FLS if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc), so we can ensure that we offer them the best possible service at the course.

28.1.2 Courses

28.1.2.1 If you notify the FLS of your cancellation **up to 21 days prior** to the course, we will provide a full refund or offer a transfer of credit for another FLS course.

28.1.2.2 If you notify FLS of your cancellation **less than 21 days prior** to the course the full cost will be payable.

28.1.2.3 Where you have booked a place on a course and do not attend without notifying FLS of your cancellation the full fee will be payable.

28.2 Cancellation of a course by Folly Lodge Studios:

- 28.2.1 FLS is committed to offering high quality courses that meet the needs of delegates and will always aim to run courses once delegates have booked onto them. Occasionally circumstances will arise which result in the need to cancel a course. When this is the case FLS will take active and positive steps to inform you as soon as possible by phone and/or email. FLS reserves the right to modify or cancel any course if unforeseen circumstances arise but we will do our utmost to avoid doing so.
- 28.3.2 Where FLS cancels a course that you have paid to attend, we will offer you a full refund (or a credit transfer for a future course). Full advice on refunds/credits will be provided at the time of cancellation.
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