

## Terms and conditions for willow course bookings with Organic Matters @thewillowlady

I find it very hard to refuse refunds if requested, particularly for a very valid reason for cancellation. However, this is not financially viable for me.

Therefore, I have had to create some firmer boundaries around cancellations.

- Materials are prepared sometimes up to 2 weeks before the course date and if I don't use them, they will likely be wasted.
- If someone cancels last minute but would like to rebook at a later date, then I am potentially running the original course at a loss.

With these T&Cs I feel there is a compromise for us all.

A **non-refundable deposit** is to be paid on booking to secure your place.

The balance is due two weeks before the course. If you should need to cancel within these two weeks we will both actively try to fill your space. If we achieve this, then either;

1. You can rebook at no extra cost.
2. Receive a refund of the cost of the course (less the deposit of £20).

However, If we are **unable to fill your space** then either;

3. Rebook and pay half of the balance (less the deposit of £20) and attend another course at a later date.
4. Receive a refund of half of the balance (less the deposit of £20).

**5. Cancellation less than 24 hrs before the course is non-refundable unless you can find someone to take your place. In which case point number 3 or 4 will apply.**

NB: If I should need to cancel you will be offered an alternative date. If this option is not suitable for you then a full refund will be given. This does not apply if you cancelled the initial course.