

North Cheshire Lacemakers Group – Course refund policy

Course participants are now asked to pay their full course fee 2 months in advance of a course. This is to allow us to give tutors one months notice if we ever have to cancel a course due to insufficient student numbers and to cut down on the transactions, processing and chasing being done by the Course Secretary and Treasurer. Many attendees have been paying their full fee in one go already.

The following bullets identify our refund policy

- Cancellation at any point for whatever reason were someone on the waiting list is able to take the place – full refund
- Cancellation between one and two months before the course – full refund less £15
- Cancellation up to one month before the course – no refund
- Any courses that are split over 2 weekends will be treated as separate courses for the purpose of refunds
- Any courses where those on the course are sent advance **instructions** or access to **on-line materials** which are not available freely to others – no refunds for any reason after the materials have been send to those attending. This does not apply to prickings being distributed in advance of a course

In exceptional circumstances the Course Secretary and Treasurer can agree a refund outside of policy.

Date of Policy: March 2023
Review: March 2025