



## **Bookings, Payment and Cancellation Policy**

### **Aim:**

We aim to ensure financial stability of the business by having a fair and consistent process with regards to bookings, cancellations, payments and for pursuing overdue fees.

### **Bookings, payments and Cancellations:**

- Bookings must be made in writing via email and/or facebook messenger. Your booking will not be entered into the dairy until you receive a written confirmation, either via email or message from your workshop leader.
- Upon booking, it is your responsibility to read our policies and other information on our website.
- Your workshop leader will send you an invoice via email, giving you instruction of how to pay.
- All invoices must be paid via BACS bank transfer. We do not accept cash or cheques.
- All invoices must be paid in advance of the session. Should there be a reason that this is not possible, you must discuss and have this approved by the workshop leader.
- All invoices should be paid by the date shown on the invoice.
- If payment is not received after 7 days of the due date, a reminder will be given.
- If payment is not received after 14 days of the due date, Edu-fun Children's workshops will issue a reminder with a request to play immediately. The invoice will be issued no more than 3 times.
- If fees remain unpaid, court action will be taken to recoup all moneys owed to Samantha Porter, Edu-Fun Children's Workshops, plus any administrative fees.

### **Cancellations:**

- All cancellations must be made in writing, either by email or Facebook messenger.
- For cancellations 6 weeks prior to the session date booked – no payment will be required/full refund given.
- For cancellations 3 weeks prior to the session date booked – 50% of the workshop/session cost is payable.
- For cancellations less than 3 weeks prior to the session date booked – 100% of the workshop/session cost will be payable/no refund given.
- Edu-Fun understands at times, exceptional circumstances arise. We will do all we can to support in this situation. If you need to cancel a session, please do speak to us, as we may be able to offer an alternative date. (Edu-Fun reserves the right to make their own judgements regarding refunds outside of the above stated, taking into account the customer's reason for cancelling, possibility to offer alternative date, health of the business.
- Should unforeseen circumstance arise, and the workshop leader needs to cancel your session, a full refund will be given.