



The Art Studio 314

www.theartstudio314.com

hello@theartstudio314.com

REFUND & CANCELLATION POLICY

Sessions run in blocks of 4.

Blocks may be separated by a week that no session takes place.

After School Clubs run in Half Termly Blocks.

Dates are published on the website and confirmed during booking.

PAY AS YOU GO

- A full refund will be given for sessions that are cancelled up to 7 calendar days before the date that the session takes place.
- If a session is cancelled within 7 calendar days of the session date, we will endeavour to fill your space from the waiting list (if applicable). If we can fill the space, we will offer a full refund for the session. If the space cannot be filled no refund will be given.
- If members cannot attend due to illness and we are notified prior to the start of the session, an alternative session will be offered where available. Alternative sessions may be on a different day, time or location.

MEMBERSHIPS

- Memberships cancelled up to 7 calendar days before the date of the first session will be refunded in full.
- Memberships cancelled by the end of the date of the first session will be refunded the full amount LESS the fee for the first session whether that session was attended or not.
- Memberships cancelled at any other time will not be refunded – members may continue to attend the remaining sessions.
- Refunds are not given for sessions missed due to illness, holiday or other reason - where possible, The Art Studio 314 will offer an alternative

session if one is available. This may be on a different day, time or location.

CANCELLATIONS BY THE ART STUDIO 314

- In the event of a session or sessions being unexpectedly cancelled by The Art Studio 314, we will endeavour to arrange an additional session(s) which may take place on a different day, time or location. If members are unable to attend the additional session(s) then no refund will be given.
- In any circumstance, refunds may be considered for truly extenuating circumstances and are only given at the sole discretion of The Art Studio 314.

Members are responsible for ensuring they are familiar with all session dates, locations and times. Details are available at the time of booking and this information is always available online at www.theartstudio314.com

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on:

Date : 21st January 2025

Signed :