



Booking and Cancellation Policy

1. Registration and Confirmation:

Participants are required to book flower arranging workshops in advance. Booking through the website will be open until 3 days prior to the event. If you wish to book onto an event with less than 3 days notice, please contact The Floral Chambers via Facebook messenger and Sophie will advise if there is availability.

A deposit is required to secure your place at the time of booking. The company reserves the right to request a deposit amount relative to the cost to the business if the place were to be cancelled. The place on the workshop is only confirmed after a deposit payment has been received.

Customers booking onto a workshop with less than 3 days' notice will be required to pay in full at the time of booking.

2. Cancellation by Participant:

Cancellations made 7 days prior to the workshop date will receive a full refund.

Due to the nature of the business and the high cost of the fresh floral products reserved for each place on the workshops, refunds of deposits cannot be given in response to cancellations of any nature within 7 days of the event. However, the deposit payment can then become payment for a DIY kit of materials.

3. DIY kit

As outlined above, in the event that a participant is unable to attend the workshop and gives notice with 7 days or less until the event, the deposit cannot be refunded but a DIY kit can be offered. No additional payments will be required.

The DIY kit is available to be collected by a friend or relative during the workshop time from the venue, or after the event in agreement with the business owner. Please be reminded that the products are fresh and will quickly deteriorate if not collected promptly.

The business owner reserves the right to amend these terms as she sees fit.

4. Workshop/Class Cancellation by the company:

We reserve the right to cancel a workshop due to unforeseen circumstances. In the unlikely event that this should occur participants will be notified with as much notice as possible, and full refunds will be given.

In case of unforeseen circumstances such as extreme weather conditions or force majeure, we reserve the right to reschedule the workshop/class. Participants will be notified of any changes as soon as possible.

5. Participant No-Show:

Participants who do not attend the workshop without prior notice will not be eligible for a refund or transfer, however the offer of a DIY kit will stand; please see point 3 for terms.

7. Refund Processing:

Refunds will be processed within 5 business days after approval of the cancellation request.

The business owner will contact the customer directly to arrange the method of refund.

8. Modifications to the Policy:

This cancellation policy is subject to change without prior notice. Any modifications will be effective for all registrations received after the date of the policy update.

By registering for our workshops/classes, participants acknowledge and agree to comply with the terms of this booking and cancellation policy.