

Payment Terms for UK School Workshops

General Payment Conditions

- These payment terms form the entire agreement regarding fees for the workshop and are governed by UK consumer protection laws, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- All payments must be made in full prior to attendance. Workshop places will only be confirmed once payment has been received.
- Payment is preferred online at the time of booking via the booking platform. For organisations requiring purchase orders, invoicing can be provided with payment due immediately upon receipt of the invoice.

Refunds and Cancellations by the School

- Refunds and cancellations are administered in accordance with the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013:
 - Cancellations made 28 days or more before the workshop start date will receive a full refund.
 - Cancellations made between 15 and 27 days before the start date may be eligible for a partial refund, subject to the provider's refund policy.
 - No refunds will be issued for cancellations made 14 calendar days or fewer before the workshop start date.
- Refunds will be issued only to the original payee's account.

Substitutions and Transfers

- To accommodate changes while protecting the rights under applicable laws:
 - Delegate name changes may be made free of charge up to 48 hours before the scheduled workshop.
 - If a delegate cannot attend and no substitute is provided, the booking may be transferred once to the next available workshop date at no additional cost, provided the transfer is requested at least 48 hours before the original date.

Cancellations by the Provider

- In accordance with contractual principles and force majeure considerations:
 - If the workshop is cancelled by the provider due to insufficient delegate numbers, an alternative date will be offered. If this is not acceptable, a full refund will be issued.
 - In cases of force majeure events such as severe weather, fire, flooding, or transport strikes, the provider reserves the right to cancel the workshop without liability and to offer alternative dates or refunds at their discretion.
 - COVID-19 related cancellations will be handled on a case-by-case basis at the sole discretion of the provider.

Refund Requests

- All refund requests must be made in writing to the provider. The provider will acknowledge receipt within 24 hours and aims to process refunds within 14 days of confirmation to comply with consumer law requirements.