

## **Woodbrooke Learning and Research Booking, Cancellation and Refund Policy**

### **Confirming Bookings**

Woodbrooke strives to ensure that any information given about courses, sessions and events is accurate and that availability of places on these is kept updated. In rare circumstances, however, it may occur that we cannot honour a booking. In this case, you will be refunded in full. Please consider bookings to be provisional until you receive confirmation in writing or by email.

### **Cancellation by Woodbrooke**

If Woodbrooke cancels a course, session or event that you have booked you will receive a full refund.

### **Transferring an individual booking**

(at Woodbrooke Quaker Study Centre, another venue or online)

You can **transfer** your payment to a different course, session or event with no charge – with the following terms:

- You can make one transfer per booking.
- You are required to choose a new course, session or event within seven calendar days of notifying us you want to transfer your booking, otherwise we will treat it as a cancellation.
- If the new course, session or event is a higher price, this will be due three weeks before the start of the new course.
- If the new course, session or event is a lower price, we will refund the difference.

Money paid by a Quaker Meeting or other organisation can be transferred to another individual from the same Meeting or organisation to use. The same terms apply as above.

### **Cancelling an individual booking**

#### **Residential courses, session and events**

- If you notify us of a cancellation before 7am on the 56th day (8 weeks) prior to the event, you will receive a full refund.
- If you notify us of a cancellation after 7am on the 56th day (8 weeks) before the start of the event we will charge a cancellation fee of £20 to cover our costs. Any additional money will be refunded.

#### **Online courses, sessions and events**

- If you notify us of a cancellation before 7am on the 14th day (2 weeks) prior to the event you will be given a full refund.
- If you notify us of a cancellation after 7am on the 14th day (2 weeks) prior to the start of the event we will charge a cancellation fee of £10 to cover our costs. Any additional money will be refunded.

## **Amending or cancelling Woodbrooke Where You Are (WWYA) events**

If, for any reason, you have to amend or cancel the booking, the following fees will apply:

### **Online events**

- If the event is rebooked for a new date: we may charge a small administration fee to cover our costs;
- If the event is cancelled: a cancellation fee (max £80) may be charged to cover any costs.

### **In person events**

- If the event is rebooked for a new date: an administration fee (max £40) may be charged to cover our costs;
- If the event is cancelled with less than 28 days' notice: we may charge up to 100% of the agreed fee, and will charge what is needed to cover our costs;
- If the event is cancelled with more than 28 days' notice: we may charge up to 50% of the agreed fee and will charge what is needed to cover our costs.

### **Change of content or tutor**

We make every effort to run courses, sessions and events as advertised. However, there may be occasions when we have to change content and/or tutors. Woodbrooke reserves the right to make these changes. In such instances, no reductions or refunds are available and the normal cancellation arrangements apply.

### **Insurance**

We recommend that you consider taking out cancellation insurance to provide cover in the event of having to have to cancel your booking due to unforeseen circumstances. Woodbrooke is not able to recommend an insurance provider.

### **Cooling off period**

If you cancel your booking within fourteen days of receiving confirmation of your booking from us you are entitled to a full refund under consumer protection regulations. If your event starts within those fourteen days and you attend some part of the event an amount will be deducted from the refund in proportion to the amount of the event you have attended. If you attend an entire event within the cooling off period you will not be entitled to any refund.

Policy Last Reviewed March 2022

Next revision date March 2023

Reviewed by: Head of Learning & Research

Contact us: If you have any queries about the contents of the policy, please contact the Head of Learning & Research [learning@woodbrooke.org.uk](mailto:learning@woodbrooke.org.uk)