



**LETCWORTH EDUCATIONAL SETTLEMENT**  
**229 Nevells Road, Letchworth Garden City, SG6 4UB**  
**Registered Charity No 311085**

## **CANCELLATION AND REFUNDS POLICY**

### **Cancellation of courses, workshops and other events**

The Settlement reserves the right to cancel any course, workshop or other event if there is insufficient take up to make it viable to run them. If this happens, a full refund will be made to you.

If any course, workshop or other event is cancelled due to adverse weather or other unforeseen circumstances, the Settlement office will make every effort to inform you using the contact information provided at the time of booking. If the course, workshop or event cannot be rearranged, or the rearranged date is not convenient for you, a refund will be given. If the cancellation is for part of a course, the refund will be calculated on a pro rata basis.

### **Right to cancel**

You have the right to cancel a booking for a course, workshop or other event up to 14 days from the day the booking was made (unless the start date of the course, workshop or other event is within this period) without giving any reason. Cancellation will not affect your ability to make a booking at the Settlement in the future.

To exercise the right to cancel, you must inform the Settlement Manager, either by email ([manager@letchworthsettlement.org.uk](mailto:manager@letchworthsettlement.org.uk)) or in writing to the Settlement's postal address.

### **Cancellation within 7 days of course or workshop start date or during a course**

Cancellations within 7 days of a course or workshop starting, or during a course (either for the remainder of the course or for specific dates) will not be accepted and no fees refunded unless there are exceptional circumstances, when any refunds will be made at the Settlement Manager's discretion. The Settlement also reserves the right to charge an administration fee for processing any refunds made in these circumstances.

Please note that if you do cancel 7 days before a course starting, or during it, you will lose any right to priority re-enrolment, if applicable, for that course.

## Refund payments

How a refund will normally be made:

<b>Original payment method</b>	<b>Refund method</b>
Debit or credit card	To the card account
Bank transfer	Bank transfer
Cheque or cash	Bank transfer unless there are exceptional circumstances, as agreed with the Settlement Manager

Refunds will normally be processed within a week.

**Date of next review:** March 2025