

# Willowtwisters

*balancing ART with nature*

## Booking Fee Cancellation Policy

We try to keep our workshops small and intimate to ensure lots of one to one attention. As I'm sure you can appreciate this can make their viability somewhat fragile if late cancellations occur.

Our willow sculpture courses require a lot of outlay and preparation including:

- welding of armatures
- willow supplies
- preparation/soaking of the right amount of willow per booking
- venue hire costs
- food preparation (for full day workshops)

## Our workshops are therefore non-refundable

**If you cancel your place** on one of our workshops, we will retain your booking fee (or full payment for some of our courses, where full payment is required at booking)

**We will nonetheless endeavour to transfer your booking** to another date or offer a voucher **IF** we are able to fill your place. With less than 2 weeks' notice this is not always likely. It is in our interest to make every effort to do this as a booking fee does not cover our costs of a cancelled place.

**Transferring your booking to someone else.** If you're unable to make the workshop and would like to transfer your booking to someone else please let us know, as we will need to contact them.