

Schools – Cancellation and Rescheduling Policy

- All bookings must be confirmed a minimum of **four weeks** in advance of the visit.
- If a group is cancelled less than **four weeks** before the confirmed visit, they will be charged for 50% of the fee.
- If a group is cancelled less than **two weeks** before the allocated time or simply do not turn up on the day they will be charged the full amount.
- If a booking is cancelled without being rescheduled, or if a group does not turn up on the day, they will be charged the full amount.
- Requests for rescheduled bookings will be considered if a future booking can be made **and confirmed** for later in the year.
- If a group is rescheduled less than **four weeks** before the confirmed visit, they will be charged 25% of the fee.
- If a group is rescheduled less than **two weeks** before the confirmed visit they will be charged the full amount.
- Last minute postponements will be considered in the case of extenuating circumstances such as extreme weather Ofsted visits, or acts of G-d (eg Covid). Schools may be asked to provide evidence of extenuating circumstances.
- Please note rescheduled bookings are subject to staff and space availability which cannot be guaranteed. If a rescheduled booking is cancelled at any time, then the full amount will be payable.

Schools - Change of Student Numbers

- Please note that the number of students written on your confirmation letter will be the number you are charged for.
- Any changes to this number must be made **4 weeks** before the confirmed visit.

Schools – Payment Terms

- All bookings will be invoiced before your visit.
- Payment will normally be requested by invoice.
- Payment must be made within 30 days of the invoice date for your workshop to be confirmed.