



## HIGHLAND GUILD OF WEAVERS, SPINNERS & DYERS

SC040388 A charity registered in Scotland

[www.hgwsd.co.uk](http://www.hgwsd.co.uk)

### CANCELLATION POLICY

Participants must provide their contact details, in the event of a workshop having to be cancelled. No responsibility will be taken if the committee is unable to contact a participant.

#### 1. Individuals cancelling workshop attendance:

##### **Cancellation information:**

In the event of you being unable to attend the above workshop, please notify the following at the earliest opportunity:

**Workshop Organiser:** *Norah-Lynne Shann* 07825568732

**Treasurer:** *Liz Armstrong* [HGWSDTreasurer@gmail.com](mailto:HGWSDTreasurer@gmail.com)

**Highland Hotel, Strathpeffer:** 01997 421457

##### **Refunds:**

If your cancelled booking can be reallocated (there is often a waiting list) you will receive 100% refund.

If at least 7 days' notice of cancellation is received a 50% refund is guaranteed.

If less than 7 days' notice is received, then no refund will be payable.

#### 2. Guild cancelling or changing the workshop:

If the workshop has to be changed significantly, participants will have the right to a refund. Where possible the workshop will be rearranged and duly advertised.

If the cancellation is at short notice the committee will try to arrange an event with a similar discipline e.g. spin/spin, weave/weave.

#### 3. Last minute cancellations:

Participants must provide contact details, in case of last-minute cancellations. A mobile phone number is preferable, and members are asked to keep their phones switched on. These necessary details are to be given on booking workshops.

If in doubt about a workshop, please contact both the Workshop Organiser and Treasure – contact details as above.

##### **The committee might need to cancel a workshop if:**

- The tutor is ill or has a problem with attending.
- There is severe weather. A refund will only be due if the committee cancels the event.
- There is a problem with the venue, e.g. lack of power. The workshop fee will be refunded but not travel expenses. The committee will attempt to relocate the workshop.
- Insufficient bookings are received up to 7 days in advance. Certain workshops may involve the tutor in some investment prior to the event, and for these to be viable, we need sufficient numbers at least one month in advance. For such situations where numbers booked is insufficient, the committee reserve the right to cancel a workshop and substitute an Open Day. Members will be informed of this directly or through the newsletter and any fees paid will be refunded at time of cancellation.

**If no news is received, then the workshop will go ahead as planned.**