

# Queen Street Gallery Workshops Terms and Conditions

## 1. Cancellation

1.1 We reserve the right to cancel a course at any time and in the event of this happening we will contact you by email as soon as possible. If we cancel a course you can:

- transfer to another course or
- you can request a full refund for any course fee or deposit you have paid.

1.2 If we do not receive enough bookings to make a course viable to run we reserve the right to cancel or postpone the course. In this instance, we will endeavour to transfer you to another course.

## 2. Refund policy

2.1 If you cancel your booking within the cooling off period (14 days after receipt of payment for booking) you will receive a full refund.

2.2 If you cancel your booking no later than 6 weeks prior to the course start date we will refund 75% of the course price.

2.3 We will not refund your course if you cancel later than six weeks prior to the course start date, **however** we will endeavour to transfer you to another suitable course.

## 3. Accessibility

Our workshop space is situated on the ground floor of 'Stiwdio 34'. There is a small ramp to assist with access from the street. There are two steps down to our toilet and kitchen area. Please speak with a member of staff to discuss any problems you may have with accessibility.

## 4. Materials and equipment

Prior to the start of the course you will be given a detailed list of materials and/or equipment which are needed for the course. Materials for our courses are normally provided and will be included in the price of your booking. However, in some cases materials are paid for extra to the course price. You will be informed of these details on the website before you make your booking.