

BOOKINGS & CANCELLATIONS DURING COVID-19



COVID 19 SPECIFIC CANCELLATION POLICY LIVE FROM APRIL 2020 – APRIL 2021

We recognise this is a very uncertain period and we want you to be reassured when booking courses with us.

Bookings	Course fees must be paid for online at time of booking. If payment is not made, the place will be released back onto general sale.
If YOU have to cancel	<p>If you are unable to attend a course booked or scheduled between April 2020 and April 2021, due to a Covid-related issue in your household, we will offer you a choice of:</p> <ul style="list-style-type: none">• Full refund• Full transfer of course value to a future course or• A Gift Voucher for the full amount paid valid for one year from the original course date. <p><i>We kindly request that bookers notify us in advance of the course start, so that we are aware of your non-attendance and can make the necessary arrangements. We understand that this may not always be possible but ask for your consideration.</i></p>

	<p>If you do not attend a course on which you are enrolled, and have not informed us by the start time, we reserve the right to retain 100% of the full fee.</p>
If WE have to cancel	<p>1. Seacourt reserves the right to cancel or re-arrange courses if there are insufficient participants enrolled to run a viable course. We will do our best to give those who have already enrolled at least one weeks' notice of cancellation. In such circumstances you will be offered a free transfer to another course date or a full refund of fees paid.</p> <p>2. If we have to close our studio at short notice due to a Covid 19 related issue, we will endeavour to give all bookers as much notice as possible and you will be entitled to a full refund, or a transfer to a new course or a gift voucher for the amount paid.</p>
Queries or concerns	<p>If you have any queries about your booking, before or after it is made, Liz on 02891460595 or email info@seacourt-ni.org.uk</p>