

WORKSHOPS AND COURSES - BOOKING AND CANCELLATIONS POLICY

Please note that all our workshops and courses are run through a dedicated company, Saltaire Craft House Ltd t/a The Craft House.

If we have to cancel a workshop or course, we will let you know with as much notice as possible and offer you an alternative date or an alternative workshop or course where possible or, alternatively a full refund.

If you have to cancel a workshop or course, please cancel through Eventbrite (which you can click into directly or via the "Events and Classes" page on our website (www.yorkshirecrafthouse.com) for any workshop or course booked by you via Eventbrite / our website. A refund request will then be sent to us by Eventbrite and we will process this as soon as possible.

Where 7+ days of notice of your cancellation have been provided, a refund LESS Eventbrite's administration fee (as explained on their online booking form) will be processed and sent to you and should appear on the card you originally made your online booking with within 7 working days.

Refunds for cancellations where less than 7 days' notice has been given are not normally issued, as we are unlikely to be able to fill your place at short notice, but we do exercise a discretion in the event of cancellation due to a family emergency / unexpected ill health, so please telephone us in the event that your workshop cancellation is due to exceptional circumstances and we are happy to discuss this with you.

Please note that we are not liable to you for the cost of cancelled accommodation or travel costs associated with a workshop or course booking.

You can advise us of workshop or course cancellation via telephone on 01274 945835 or by email to april@yorkshirecrafthouse.com