



Room & Studio Hire Cancellation Policy

Booking Confirmation

All bookings are confirmed once email confirmation, payment or the required deposit has been received.

Cancellation by the Hirer

- More than **14 days** before the booking: Full refund, minus any non-refundable booking or administration fee (if applicable).
- Less than **14 days** before the booking: full charge or No refund will be issued for the room hire plus any additional cost associated with the hire i.e. kit hire

Rescheduling

Bookings may be rescheduled once, subject to availability, if requested at least **14 days** before the booking date. Requests made with less than 14 days' notice will be considered at the venue's discretion.

No-Shows

If the hirer does not attend their booking without prior notice, the full hire fee will be charged or retained and no refund or rescheduling will be offered.

Cancellation by the Venue

If we are required to cancel your booking due to unforeseen circumstances, you will be offered either:

- A full refund, or
- The opportunity to reschedule your booking to another available date.

Exceptional Circumstances

Requests for refunds or rescheduling outside of this policy may be considered in exceptional circumstances at the venue's sole discretion.

By confirming your booking, you acknowledge that you have read and agree to this cancellation policy.