



LETCWORTH EDUCATIONAL SETTLEMENT
229 Nevells Road, Letchworth Garden City, SG6 4UB
Registered Charity No 311085

CANCELLATION AND REFUNDS POLICY

Cancellation of courses, workshops and other events

The Settlement reserves the right to cancel any course, workshop or other event if there is insufficient take up to make it viable to run them. If this happens, a full refund will be made to you.

If any course, workshop or other event is cancelled due to adverse weather or other unforeseen circumstances, the Settlement office will make every effort to inform you using the contact information provided at the time of booking. If the course, workshop or event cannot be rearranged, or the rearranged date is not convenient for you, a refund will be given. If the cancellation is for part of a course, the refund will be calculated on a pro rata basis.

If the arrangements for any course change for any reason, for example it runs as a small class, a full refund will be made to you and you will be invited to enrol on the revised course.

Transfers between courses, workshops or events are not accepted.

Your right to cancel

You have the right to cancel a booking for a course, workshop or other event up to **14** days from the day the booking was made (unless the start date of the course, workshop or other event is within this period) without giving any reason. Cancellation will not affect your ability to make a booking at the Settlement in the future.

To exercise the right to cancel, you must inform the Settlement Manager, either by email (manager@letchworthsettlement.org.uk) or in writing to the Settlement's postal address.

Cancellation within 7 days of course or workshop start date or during a course

Cancellations within 7 days of a course or workshop starting, or during a course (either for the remainder of the course or for specific dates) will not be accepted and no fees refunded unless there are exceptional circumstances, when any refunds will be made at the Settlement Manager's discretion. The Settlement also reserves the right to charge an administration fee for processing any refunds made in these circumstances.

Refund payments for courses, workshops and other events

Any refund will be made to the card account used when enrolling on the course, workshop or other event.

Refunds will normally be processed within a week. A refund may take a few days to reach your account.

Cancellation of hirings

You have the right to cancel a booking for a hiring up to **14** days from the day the booking was made (unless the start date of the hiring is within this period) without giving any reason. Cancellation will not affect your ability to make a booking at the Settlement in the future.

To exercise the right to cancel, you must inform the Settlement Manager, either by email (manager@letchworthsettlement.org.uk) or in writing to the Settlement's postal address.

Cancellation within 7 days of hiring start date or during a hiring period

Cancellations within 7 days of a hiring start date, or during a hiring period (either for the remainder of the hiring period or for specific dates) will not be accepted and the deposit paid for the hiring fee will not be refunded unless there are exceptional circumstances, when any refund will be made at the Settlement Manager's discretion. The Settlement also reserves the right to charge an administration fee for processing any refunds made in these circumstances. The Hirer will still be liable to pay the balance of the hiring fee(s) unless the Settlement Manager agrees to waive if there are exceptional circumstances.

Refund payments for hirings

Any refund will be made to the card account used for paying the deposit or by bank transfer.

Refunds will normally be processed within a week. A refund may take a few days to reach your account.

Date of next review: March 2029

This policy was reconfirmed by the Settlement's Committee at its meeting on 7 May 2026