



## **COURSES (ONLINE & FACE TO FACE) TERMS & CONDITIONS 2022**

### **BOOKING & CANCELLATION POLICY**

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- Our classes can quickly reach capacity and enrolment will be on a first come basis.
- Classes require a certain number of enrolments to proceed. The French Workshop reserves the right to cancel a course when the required minimum enrolment is not met. In the case of cancellation, you will be notified at least 24 hours prior to the course start date and all fees paid to that date will be refunded in full.
- Your place in a class is not confirmed until the full payment as indicated on invoice is paid.
- Payments have to be made by electronic funds transfer (EFT). All the bank details are on the invoice.
- Proof of full payment as indicated on invoice must be provided to The French Workshop prior to the first lesson.

### **REFUNDS**

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- Payments will only be refunded, in full or in part, if The French Workshop is unable to deliver the planned course, in full or in part.
- No refunds apply for cancellations by students.
- Bookings are transferable and can be passed onto a friend.

### **MAKE-UP CLASSES**

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- The French Workshop is under no obligation to offer a make-up class if you are unable to attend a class but will do its best to do so where possible. Please, if you can, let us know in advance if you are unable to attend a class.
- Missed classes cannot be refunded or transferred to another term.
- Private lessons can be organised and all fees are available on the website. Please, contact Lucie for more information and to book your lesson(s).

### **CANCELLATIONS OF A CLASS**

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- In the event a teacher may be ill or not able to teach, we will attempt to find a substitute teacher. If this is not possible, the class will be postponed and the class will be rescheduled. Alternatively, the missed hours may be added to the remaining course classes.