

# CANCELLATION POLICY

STET EDUCATION

## STANDARD BOOKING PROCEDURE

It is recommended that to avoid disappointment, bookings are made as far in advance as possible.

Initial enquiries are usually taken over the phone or via email to check available dates and suggested programmes.

Bookings can be taken over the telephone or via email.

Once a booking is confirmed the customer will receive a confirmation of the programme, a preparation document (if applicable), an invoice and information about the practicalities.

Full payment is due before the event takes place. If the customer is late with the payment, 5% additional administration costs apply.

## STANDARD CANCELLATION PROCEDURE

STET Education recommends that schools take out an insurance to cover costs in case of cancellation.

Regardless of when a booking is made if the customer completely or partly cancels a confirmed booking:

- In excess of 6 weeks of the start date of the activity the customer will not be charged for the activity. Any payment already made will be refunded, minus 5% admin cost.
- Within 6 weeks of the start date of the activity the customer will be liable for 50% of the total cost of the booking.
- Within 4 weeks of the start date of the activity the customer will be liable for 100% of the total cost of the booking.
- if numbers within the group go down below the minimum attendance number, the previously agreed minimum charge applies and the cancellation policy applies to cancelled places.
- If no minimum attendance number is agreed beforehand, the cancellation policy applies to all cancelled places.

If STET Education cancels a confirmed booking at any stage, every effort will be made to offer alternative dates or an alternative provider. If alternative dates or an alternative provider cannot be agreed, then STET Education will give a full refund of any fees already paid.

Outdoor activities take place under all weather conditions. In the event of extreme weather conditions (high winds or torrent rain), STET Education will offer an alternative date or will give a full refund of any fees already paid.