



1. Booking a course- there are a couple of options

1.1 You can book your course online.

1.2 If you are local you can book 'in-house' at Stiwdio 3

1.3 You can book your place with a non returnable 25% deposit or pay the full fee. If you reserve your place with a deposit the balance is due 6 weeks before the course date. The balance will be taken from the card used at the time of booking on the balance due date.

2. Make it in Wales CIC Rights and Obligations

2.1 We reserve the right to change the venue, time, date, tutor or length of any course where such a change is necessary to facilitate the delivery of the course, or improve delivery.

2.2 We reserve the right to change the content or delivery of a course if necessary

2.3 If we do not receive enough bookings to make a course viable to run (usually at least four bookings) we reserve the right to cancel or postpone the course. In this instance, we will endeavor to transfer you to another course as detailed in section 3.

3. Course transfer/cancellation

3.1 We reserve the right to cancel a course at any time and in the event of this happening we will contact you by email as soon as possible. If we cancel a course you can:

3.2 transfer to another course or

3.3 you can request a full refund for any course fee or deposit you have paid.

3.4 If you wish to cancel your booking you must notify as soon as possible and confirm in writing.

4. Refund policy

4.1 If you book more than 8 weeks prior to the course date you have a 14 day cooling off period. If you cancel your booking within the cooling off period you will receive a full refund.

4.2 If you cancel your booking more than 6 weeks prior to the course start date we will refund all of the fee less the deposit for the course which is 25% of the course price

4.3 We will not refund your course fee or your deposit if you cancel within six weeks prior to the course start date, however you are welcome to transfer your booking to a family member or friend.

5. Accommodation, venues and food/beverages

5.1 We do not provide accommodation with our courses unless stated. We have given some options for you on our accommodation page on our website

5.2 Food and refreshments are not normally provided for a course, unless stated in the course description.

5.3 If you are attending your course at Stiwdio3 in Cardigan, you are able to order lunch, teas, coffees and drinks on the day of your course.

Registered Address: 1 Courtyard Cottage, Pentrecagal, Newcastle Emlyn, Carmarthenshire, SA38 9HX

Email: hello@makeitinwales.co.uk (t) 01239 758088

www.makeitinwales.co.uk

6. Accessibility

6.1 Our workshop space is situated on the first floor of our building in Stiwdio3 and therefore there are some issues with accessibility. Please speak with a member of staff to discuss any problems.

7. Materials and equipment

7.1 Prior to the start of the course you will be given a detailed list of materials and/or equipment which are needed for the course. Materials for our course are normally provided and will be included in the price of your booking. However, in some cases (usually our Christmas courses) materials are separate from the course price. You will be informed of all of these details on the website before you make your booking.