



Dartmoor Makers

Dartmoor Makers Refund & Booking Policy

Refunds

All bookings are non-refundable.

As a small organisation we are unable to absorb the financial impact of cancellations and therefore cannot offer refunds if you are unable to attend.

Changing Your Booking

If you are no longer able to attend your booked class or workshop, please let us know as soon as possible.

Where possible Dartmoor Makers will transfer your booking to another available class or workshop of an equivalent value.

- If the alternative session costs more than your original booking, you will be required to pay the difference.
- If the alternative session costs less than your original booking, no refund or credit will be given for the difference.
- Transfers are subject to availability and cannot be guaranteed.

Our aim is always to help participants receive the value of their booking wherever reasonably possible.

Exceptional Circumstances

In exceptional circumstances, Dartmoor Makers may agree to issue a refund. Any approved refund will be subject to deduction of the payment processing costs incurred at the time of booking and an administration charge of £5

The decision to offer a refund is entirely at the discretion of Dartmoor Makers.

If We Need to Cancel

In the unlikely event that Dartmoor Makers has to cancel a class or workshop participants will be offered either:

- A transfer to another suitable session; or
- A full refund of the amount paid.

We are not responsible for any additional costs incurred, including travel, accommodation or other associated expenses.

Courses and Missed Sessions

Unfortunately we cannot offer refunds for late arrivals, missed sessions or failure to attend. However, where possible, and at the discretion of Dartmoor Makers, we may offer participants a complimentary session in our Friday Potters Group to make up for missed classes. Make-up sessions are subject to availability and must be arranged in advance with Dartmoor Makers.

Illness and Emergencies

We understand that unexpected situations can arise. While we cannot guarantee a refund or transfer, please contact us as soon as possible and we will do our best to find a suitable alternative where feasible.

Acceptance of this Policy

By making a booking with Dartmoor Makers, you acknowledge that you have read and accepted this Refund & Booking Policy.