



## Workshop and Event Terms & Conditions

These terms and conditions refer to the events and workshops that OPEN Ealing organises and delivers. When we advertise an event or course on behalf of someone else, we provide a link to their booking page and their terms and conditions apply.

### Workshops

OPEN delivers a variety of one off workshops, short courses and regular weekly sessions.

### Booking

We recommend you book your place online. You receive an automatic acknowledgement that you have successfully booked a place.

If you do not have access to a computer, you can book over the phone or in person. In these instances OPEN sends you an email to confirm your booking. Please note our email address and save it to your contacts : [info@openealing.com](mailto:info@openealing.com)

### Methods of Payment

Our preferred method of payment is PayPal and our online booking system is linked directly to PayPal.

We also accept

- debit/credit card
- bank transfer (we shall send you our bank details)
- cheques (made payable to OPEN Ealing)
- cash

### Cancelling Your Place

There will be times when you have booked a workshop/ course with OPEN Ealing and have to cancel. If this is the case, the following conditions apply...

- If you cancel your booking at least **two weeks (14 days)** before the start of the workshop/course, OPEN shall refund you in full.
- If you cancel your booking **seven - fourteen days (7 - 14 days)** before the start of the workshop/course, we shall use our best efforts to fill your place and offer you a refund. If we can not fill your place, we shall hold your payment as pay forward towards another course, or you can transfer to another equivalent course.

- If you cancel your booking less than **one week (7 days)** before the start of the workshop/course, we shall use our best efforts to fill your place and offer you a refund. If we can not fill your place, you will forfeit the workshop/course fee.

The exception to the above terms is a sudden and traumatic change to your personal circumstances.

### **OPEN Cancellations**

If OPEN cancels a workshop/course, we shall notify everyone as quickly as possible and refund all fees within **five days (5 days)**. We shall only cancel a course in the following circumstances...

- If Government guidelines regarding Covid-19 mandate venue closure
- If the tutor is ill and no longer able to continue
- Severe weather conditions make it impossible to get to the venue
- Insufficient numbers of people enrol on a workshop/course

## **Events**

### **Booking**

We recommend you book your place online. You receive an automatic acknowledgement that you have successfully booked a place.

If you do not have access to a computer, you can book over the phone or in person. In these instances OPEN sends you an email to confirm your booking. Please note our email address and save it to your contacts : [info@openealing.com](mailto:info@openealing.com)

### **Methods of Payment**

Our preferred method of payment is PayPal and our online booking system is linked directly to PayPal.

We also accept

- debit/credit card
- bank transfer (we shall send you our bank details)
- cheques (made payable to OPEN Ealing)
- cash

### **Cancelling Your Place**

There will be times when you have booked a seat at an OPEN Ealing event and have to cancel. If this is the case, the following conditions apply...

- If you cancel your booking at least **two weeks (14 days)** before the event, OPEN shall refund you in full.
- If you cancel your booking **seven - fourteen days (7 - 14 days)** before the event, OPEN shall refund 50% of the ticket price..
- If you cancel your booking less than **one week (7 days)** before the event, we can not offer a refund. You are very welcome to give or sell your ticket to a friend/family member.

The exception to the above terms is a sudden and traumatic change to your personal circumstances.

### **OPEN Cancellations**

If OPEN cancels an event, we shall notify everyone as quickly as possible and refund all fees within **five days (5 days)**. We shall only cancel an event in the following circumstances...

- If Government guidelines regarding Covid-19 mandate venue closure
- If the performer(s) is ill and no longer able to continue
- Severe weather conditions make it impossible to get to the venue