

Didier & Dandelion

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Workshop Cancellation and Refund Policy

PAYMENT METHOD

All workshops must be paid for in advance to secure a place.

Payment can be made online via our website.

CANCELLATION REFUND POLICY

Up to 8 weeks prior to the course date:

Customers will be offered a full refund

Up to 2 weeks prior to the course date:

An alternative course to the same value can be offered or a credit note can be issued to the value of the cancelled course.

Less than 2 weeks prior to the course date

We regret that no refunds are available.

However, if you wish to give your place to a friend or relative in lieu of cancelling your course we require 2 working days' notice in writing/by email. It is your responsibility to either claim the fee from the person you have invited or to give it to the person you nominate as a gift.

Workshops purchased as a gift

Workshops which have been booked as a gift are subject to the same cancellation and refund policy.

CANCELLATION BY DIDIER AND DANDELION

If for any reason Didier and Dandelion are unable to proceed with a course due to inclement weather, illness or any other reason, we will offer you a full refund, alternative date or credit note for another course of the same value. Where possible we will try to give you 24-hours' notice. However, it may be that, in an emergency, we must cancel at very short notice, i.e. the morning of the course date. In this case we regret that again, all we can offer is a full refund, alternative date or another course of the same value. We are unable to reimburse your travel expenses.