**Koala Kreations Workshops Terms and Conditions**

**Bookings**

Bookings can be made in store and online. You can pay via cash or card in our store or via all major debit and credit cards and paypal on our website. Payments must be made in full to confirm your place in a workshop.

**Cancellations**

If you need to cancel or change a booking you will need to give at least 7 day’s notice to change your workshop to another day subject to availability. All workshops are non-refundable so please make sure you have checked your diary before booking onto a class. If you find you are unable to attend one of our workshops and you have missed the 7 days deadline, you may of course send someone in your place. Please do however let us know their name. Cancellations to be made via email [info@koalakreations.co.uk](mailto:info@koalakreations.co.uk)

**Cancellations by us**

If we unfortunately have to cancel a workshop, we will of course offer you a full refund. We endeavour to let you know as soon as possible should a Tutor be unavailable or a class is cancelled due to unforeseen circumstances. If a class is unsubscribed, we may also decide to cancel a class.

**One to One Cancellations**

All one to one lesson can be rescheduled if cancellation is made at least 48hours prior to your class. If you cancel within 24 hours from your scheduled lesson, no changes or rescheduling will be offered. Please contact us to inform us for any changes you may wish to make [info@koalakreations.co.uk](mailto:info@koalakreations.co.uk)

**Running Late**

If you are running late for your class, you must inform us by phone (07895 272381) before your class is due to begin. If you are more than 30 min late for your lesson, we reserve the right to cancel your attendance. As with the nature of a group classes, late arrivals will impact the progress of the rest in the class, so please aim to be on time. Please arrive 15 minutes prior to your class start time.

**Student conduct**

Koala Kreations requires students to conduct themselves in a reasonable and proper manner at all times. Substantial obstruction of, or substantial improper interference with, the functions, duties or activities of any student or member of staff will result in the student being asked to leave the class. We will not tolerate any violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language towards staff or other students. Any such action will result in the student being asked to leave the class. and we reserve the right to cancel attendance of further classes in extreme cases.

When booking a course or workshop at Koala Kreations you are agreeing to the above terms and conditions. Please read them carefully. We look forward to working with you soon x