

NICHOLSONS

Leading solutions for the natural environment

YURT EVENT AND WORKSHOP POLICY

Created by Charlotte Harris (Executive Assistant)

REVISIONS

Date	Revisions <i>(Even just quality control and no amendments)</i>	Person
December 2022	Created	Charlotte Harris
29.03.23	Proofed and put onto new template	Charlotte Harris

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Booking

The Yurt works with Ticketpass to co-ordinate all event attendance and details. Your information will only be used for the purpose of this event booking.

You will be able to book via the website if there are spaces available. Please follow the instructions on the website to secure your place. Your place is only guaranteed once full payment has been made.

Please ensure that your contact details are correct on the booking form. These are the details which will be used to communicate with you about your booking.

Cancellation

Should you wish to cancel your ticket to a Yurt event or workshop 14 days or more beforehand, we will work with you to find an alternative event for you to attend using this 'credit'.

Should you need to cancel your attendance within 14 days of the event or workshop, the full charge is still payable and you will not be entitled to a credit voucher.

A nominated person can attend in your absence.

To cancel your attendance, please contact charlotteH@nicholsonsgb.com or contact us on 01869 340342.

Should a workshop instructor be unable to attend due to unforeseen circumstances, we will seek to find a substitute instructor or cancel the event entirely. On the event of a full cancellation, we will issue you a full refund.

In the unlikely event that Nicholsons should cancel an event or workshop, we will try our best to inform you within 7 days of the event date. On this occasion, you will be entitled to a full refund. Alternatively, you may choose to use your 'credit' towards another Yurt event or workshop.

Health, Safety and Wellbeing

Please see individual workshop information regarding any physical activity or equipment required.

Some workshops may require you to sign a health and safety form with specific details about the nature of the workshop.

In the event of an accident or injury, please inform the instructor or member of Nicholsons staff immediately.

You should wear comfortable clothing and sensible footwear for workshops.

Should the event or workshop require food bookings, you are responsible for informing us of any allergies before completion of your booking.