



CCPS CANCELLATION POLICY

Central Coast Potters Society (CCPS) courses are subject to the CCPS Cancellation Policy.
Read the CCPS Cancellation Policy carefully, prior to making your booking.

When booking and paying for a course with CCPS, please consider the following:

1. It takes considerable preparation and organisation by unpaid CCPS volunteers, to present course options and process payments. Choose carefully;
2. Bookings are final and non-transferrable to other dates;
3. Cancellations made up to 14 days prior to a course commencing can be made through Eventbrite by the attendee;
4. Cancellations made up to 7 days prior to a course commencing must be made by contacting the Education Manager via education@ccpotters.org;
 - i. An administration charge of \$60 will apply in this instance;
5. Cancellations made less than 7 days prior to a course commencing are non-refundable, unless another attendee can take your place. In which case, only the course fee will be refunded;
6. Bookings may be transferred to a friend;
 - i. It is your responsibility to transfer funds between yourself and your friend;
 - ii. Notify the Education Manager of this change via education@ccpotters.org, with the new attendee's name, email address and phone number;
7. Partial or full non-attendance at a course will result in forfeiture of fees paid.

CCPS recognises there are occasions when cancellation is unavoidable, requests for a full refund will be considered on a case-by-case basis. The CCPS Management Committee may consider a written appeal where extenuating circumstances exist. Such an appeal must be addressed to the Education Manager via education@ccpotters.org.

If CCPS must cancel a course, or move a course date, we will endeavour to notify enrolled attendees a minimum of 24 hours prior to the course commencing. Attendees affected will have the option of booking into a different course (course fees may vary), or a full refund.

Before committing to attend a course, CCPS requests that members & non-members carefully consider their commitment to attend.

CCPS Management Committee