



## Cancellations, Refunds & Rescheduling Policy

This policy aims to be fair to customers while allowing RMo Studio to cover the costs involved in preparing and running sessions.

This policy applies to workshops, courses, studio access, memberships, and private events. Your statutory consumer rights are not affected.

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### 1. Workshops

#### Cancellations & Refunds

- You may cancel a workshop booking and receive a full refund if you notify us at least 48 hours before the scheduled workshop date.
- Cancellations made within the 48-hour period before the workshop are non-refundable.

#### Rescheduling

- You may reschedule your workshop booking to another available date if you notify us at least 48 hours before the original workshop date.
- Rescheduled bookings are subject to availability.

### 2. Courses

#### Cancellations & Refunds

- You may cancel a course booking and receive a full refund if you notify us at least 48 hours before the scheduled course date.
- Cancellations made after this period are non-refundable.

#### Rescheduling

- If you are unable to attend a booked course, you may transfer to an alternative course date within 6 months of your original booking date, subject to availability.
- For requests to reschedule a session within a course, 48 hours' notice is required. Rescheduled sessions are subject to availability.

### 3. Studio Access & Memberships

#### Cancellations & Refunds

- Studio Access or membership bookings may be cancelled for a full refund if you notify us at least 48 hours before the scheduled booking.
- Cancellations made after this period are non-refundable.
- Where planning to pay on-the-day for a Studio Access session, and you cancel within 48-hours' of the booking, full payment is required before you are able to book in again.

#### Rescheduling

- You may reschedule your Studio Access booking to another available date if you notify us at least 48 hours before the original booking date.
- Rescheduled bookings are subject to availability.

## **4. Private Events**

### **Cancellations & Refunds**

- At the time of booking, a non-refundable deposit is taken. The remaining balance must be paid in advance or on the day.
- A 48-hour cancellation period applies from the booking date.

### **Rescheduling**

- You may reschedule your private event to an alternative available date within 6 months of the original booking date, subject to availability.

## **5. Cooling-Off Period (online purchases)**

If you book online or at a distance, you have a 14-day cooling-off period from the date of purchase under the Consumer Contracts Regulations 2013, unless:

- The workshop, course, or event is due to take place within that 14-day period

## **6. How to Request a Cancellation or to Reschedule**

To cancel or reschedule your booking, please email [rmopotterystudio@gmail.com](mailto:rmopotterystudio@gmail.com) with:

- Your full name
- Booking reference or order number
- The session or event booked
- Your preferred new date (if applicable)

Approved refunds will be processed within **7–10 working days**.

## **7. Exceptional Circumstances**

We understand that unexpected situations can arise. Requests made outside the stated timeframes will be reviewed on a case-by-case basis, but refunds or rescheduling cannot be guaranteed.

## **8. Cancellations by RMo Studio**

In the unlikely event that we need to cancel or reschedule a session (for example, due to unforeseen studio closures or staff illness), you will be offered:

- A full refund\*, or
- An alternative date at no additional cost

\*not applicable to courses

## **9. Requests for refunds after the event**

Once a workshop, course, or event has taken place, refunds cannot be issued.