



## My Workshops – Booking, Changes & Cancellations Policy

Updated 2 Jan 2026

Your time and energy are precious, and so is the space and preparation that goes into each session. This policy is here to keep things fair and kind for both of us.

### 1. Booking your place

- Your place is confirmed once full payment has been received.
- Because groups are small, advance booking really helps me plan the space and materials.
- Some sessions may have a waiting list; if you'd like to be added, just let me know.

### 2. If you need to cancel a single session

Life happens – work, illness, family, weather – so please just keep me posted as soon as you can.

- More than 48 hours before the session
  - You can choose a full refund or a credit towards another Your Creative Way session (to be used within a year).
- Between 24 and 48 hours before the session
  - I'm not able to offer a refund, but I'm happy to give you a credit towards another session (to be used within a year).
- Less than 24 hours before, or if you don't attend
  - At this point, it is very hard to refill your place, so the session is normally non-refundable and non-transferable.
  - However, if there is a waiting list and I am able to fill your place, I will happily offer you a refund or a credit for that session.
  - If there are exceptional circumstances, please still reach out – I will always listen and do my best to be understanding.

### 3. If you've booked a block of sessions

- If you need to cancel your whole block more than 7 days before the first session, you can receive either:
  - A refund minus a small admin fee, or
  - A full credit towards a future block or sessions.
- If you cancel within 7 days of the first session, or after the course has started, the block is normally non-refundable.

- If you miss an individual week within your block, that session is usually non-refundable, but I'll do my best to offer prompts or ideas so you can keep following your creative thread.
- If a session you can't attend is fully booked and I can fill your place from the waiting list, I may be able to offer a refund or credit for that date.

#### 4. How to let me know

- Just drop me a quick email ([louisa@fearnleys.org.uk](mailto:louisa@fearnleys.org.uk)), text or WhatsApp (07970 69 27 65) if you can't make it.
- The time of your message is what I use to work out which part of the policy applies.

#### 5. If I ever need to cancel

- If I need to cancel or reschedule (for example, due to illness or low numbers), you will always be offered:
  - A full refund for that session, or
  - A transfer/credit to a new date or a future session.

I genuinely value the relationships we build in these workshops and want to work with you. This policy gives a clear baseline, but if something big or unexpected comes up, please talk to me – there is always room for a conversation.

Thank you so much for supporting small, local creative work – it makes a real difference.