

Yorkshire CREATE

Booking and Cancellation Terms and Conditions

Policy Date: January 2026

Review Date: January 2027

Approved By: Rowena Lloyd



We are excited to create, learn and have fun together. To make sure everything runs smoothly for everyone, please find below our terms and conditions, by booking a session, parents/guardians confirm that they have read and agree to these Terms & Conditions.

These terms apply to all children attending sessions, and agreement is required from a parent or legal guardian.

1. Booking & Payment

- All sessions must be booked in advance online. Should you require assistance with this, please email info@yorkshire-create.co.uk or speak to one of our team at a workshop or session.
- Payment in full is required to confirm the booking.
- Places are limited and allocated on a first-come, first-served basis. We do have a waiting list available if the session is fully booked this will come up as an option.

2. Cancellations & Transfers

We understand that sometimes plans change. We would greatly appreciate it if you could let us know as soon as possible if your child is unable to attend a session. This helps us offer the place to another child on our waiting list and ensures that spaces are not left unused.

More than 24 hours' notice

If you give **more than 24 hours' notice** that you/your child cannot attend a session:

- The session may be transferred to another date.
- The transfer must be for the same subject.

- Transfers are subject to availability.

Less than 24 hours' notice

If you give **less than 24 hours' notice** that you/your child cannot attend:

- The session cannot be transferred.
- The session fee will not be refunded or credited.

This policy helps us plan staffing, materials, and manage limited spaces fairly.

3. Missed Sessions

- If a child does not attend a session without notice, the session is considered used.
- No refunds or transfers will be provided.

4. Behaviour & Safety

To ensure a positive environment for everyone:

- Children must behave respectfully toward staff and other participants.
- Bullying, disruptive behaviour, or unsafe conduct will not be tolerated.
- We reserve the right to remove a child from a session if behaviour puts others at risk. In such cases, refunds may not be provided.

5. Arrival & Collection

- Parents and carers are welcome to stay during the session - we have sofas and drinks available if you'd like to relax while you wait.
- Alternatively, you are more than welcome to leave your child with us and return at collection time.
- Please arrive promptly for the start of your session. A member of the team will collect you from the front door just before the session. If a member of the team is not there, please ring the doorbell.

6. Medical & Emergency Information

- Parents/guardians must provide accurate medical and emergency contact information.
- Any allergies, medical conditions, or additional needs must be disclosed at the time of booking.

7. Photography & Media

- Photographs may occasionally be taken for promotional purposes.
- Consent will be obtained through the booking system. Photos of artwork or non-identifiable images may be taken with verbal consent. Any photos of identifiable children will only be taken with written consent through the booking system.

8. Changes to Sessions

- Yorkshire CREATE reserves the right to make changes to tutors, room locations, or schedules if necessary.
- In the rare event a session is cancelled by us, an alternative date or credit will be offered.

9. Policy Approval

This policy has been approved by the management of Yorkshire CREATE and is effective from the date below.

Signed:

Name: Rowena Lloyd

Position with Yorkshire CREATE: Director

Adopted on: January 2026

Review date: January 2027