

# CANCELLATION POLICY

Woodcraft Folk DFs



**Approved by:** DF Committee

**Document owner:** DF Treasurer

**Approval date:** November 2023

**Review date:** November 2024

Previous versions of this policy are available on request. Please contact the DF Secretary via [email](#).

The most up-to-date copy of this policy will always be accessible via [spanthat.world/files/policy/cancellation](https://spanthat.world/files/policy/cancellation).

Any references to this policy should use the link above.

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## Scope

This policy applies to everyone who has booked to come to a DF Event.

## Purpose

The purpose of this policy is to define the timescales for cancelling a booking to a DF event with and without incurring additional costs.

## Related Documents

This policy has no related documents.

The policy starts overleaf.

# 1 Cancellation by Participants

If you have booked to come to a DF event and are no longer able to come. Please let us (the event organisers) know as soon as possible; this will help us to avoid buying food and programme materials that we don't need and allow us to offer your place to more people. The cancellation periods are outlined below

- If you cancel more than a week before the event - you will not be expected to pay any monies and any monies which you have paid will be refunded in full.
- If you cancel within one week of the event - you will need to pay a cancellation charge equal to 50% of the event price. If you have pre-paid any monies, these will be refunded to you, with the cancellation charge deducted.
- If you cancel on the day of the event or do not attend the event without cancelling - you will need to pay the price of the event in full.

All cases will be looked at on a case-by-case basis. Cancellation fees may be waived with the production of a reasonable excuse.

## 1.1 Notification of Cancellation

If you do need to cancel your place, please inform the following people via email.

- DF Events rep, [events@spanthat.world](mailto:events@spanthat.world);
- DF Committee Chair, [chair@spanthat.world](mailto:chair@spanthat.world);
- DF Treasurer, [treasurer@spanthat.world](mailto:treasurer@spanthat.world);
- Event Admin, contact details vary (see booking form for contact details).

# 2 Cancellation by Organisers

Cancellation of a DF event may be necessary in exceptional circumstances. You will receive a full and prompt refund of all monies you have paid. However, if cancellation of an event occurs, DFs will not pay any compensation for travel costs, and any expenses incurred by you will be looked at on a case by case basis.

If, for any reason, we have to cancel an event we will notify you by email if you have provided that information upon booking.