



## **Terms and Conditions of Workshop/Class/Mock Exam Bookings**

Payment must be received in full prior to the start of the course/workshop/exam.

In the unlikely event that YBE must cancel a course/workshop/exam, notice will be given ASAP and a full refund will be made.

Should you need to cancel a booking, you will have the following options: 14 days or more prior course/workshop/exam, you will be offered a credit for a future course/workshop/exam OR a full refund less 10% admin fee.

Less than 14 days before course/workshop/exam, you may be refused a refund but may be offered a credit for a future course/workshop/exam if the course is not full.

No shows are not eligible for a credit or refund.

A workshop/exam booking may be transferred to another person with no additional charges.

There is an administrative charge of £10 where a cheque is returned unpaid by the bank.