

WORKSHOP BOOKING AND PAYMENT POLICY

Participants of workshops must be current financial members of Stitching and Beyond.

Members make a workshop booking through ticket purchase on our website [events page](#).

The transaction is made via a secure payment gateway and we accept Visa, Mastercard and American Express.

WORKSHOP REFUND POLICY

If a workshop is cancelled by Stitching and Beyond

- Stitching and Beyond will provide you with a *full refund* of any purchased workshop ticket in the event they are unable to continue to provide the workshop.
- Where this occurs, the full refund will be made via bank transfer to the member's nominated bank account.

If workshop attendance is cancelled by the participant

- If you contact us to cancel your attendance at a workshop, and we confirm that there *is someone on the waiting list* to take your place, you will receive a refund of the workshop fee *less a cancellation fee of \$20 (1-day workshop) or \$50 (2-3 day workshop)*.
- If there is *no waiting list and you can find a replacement person*, financial arrangements are between you and that person. You must [contact us](#) via our website to transfer your workshop ticket to the name of the replacement person.
- If there is *no waiting list and you cannot find a replacement*, you forfeit your *full payment* as we must still cover costs once we are contracted to a tutor.
- If there are mitigating circumstances, please [contact us](#) to discuss.
- Stitching and Beyond reserves the right to decide, at their absolute discretion, whether a refund of the full or partial amount is reasonable based on both circumstances and available funds.

COVID-19 REFUND POLICY

- If changes to government COVID-19 rules result in Stitching and Beyond having to cancel a workshop, a *full refund* of the workshop fee will be issued to the nominated bank accounts of all booked participants.
- Where government-mandated state or regional border closures **do not** affect a scheduled workshop, but you **must** cancel your attendance because of where you live, we will issue you a *full refund* of the workshop fee to your nominated bank account.