

STANDING OF THE SHOULDERS OF GIANTS THEATRE COMPANY WORKSHOP AND TRAINING CANCELLATION & POSTPONEMENT POLICY

<i>Date Ratified:</i>	<i>12 July 2017</i>
<i>Frequency of Review</i>	<i>Every two years</i>
<i>Next Review Date:</i>	<i>July 2019</i>

Please note that we can only accept written cancellations. Notification of a cancellation should be emailed to: info@giantstheatre.com

Action	Notice Period	Charge Incurred	Notes
CANCELLATION	28 days or more from workshop/training date	None	Any fees already paid will be refunded
CANCELLATION	27 days or less from workshop/training date	Half the fee	Any remaining fees already paid will be refunded
CANCELLATION	7 days or less from workshop/training date	Full fee	Unless agreed otherwise with the trainer
POSTPONEMENT	28 days or more from workshop/ training date	None	Alternative date to be agreed within 3 months of the original date
POSTPONEMENT	27 days or less from workshop/training date	£100 fee + see notes	An alternative date to be agreed within 3 months of the original date or 50% of the workshop/training fee will be charged
POSTPONEMENT	7 days or less from workshop/training date	Full fee	Unless agreed otherwise with the trainer

- Travel and accommodation that have been booked for a trainer for a workshop/training outside London are not refundable. These costs will be charged to the client.
- Please note that non-payment and/or non-attendance **do not** constitute cancellation.
- If a participant is unable to attend a workshop/training it is possible that the place may be taken up by someone else. Please contact Jennie Buckman at jennie@jenniebuckman.com to discuss further.
- Giants reserves the right to CANCEL and/or RESCHEDULE any training at any time. In the event Giants cancels a scheduled workshop/training, we will notify the client or all registered participants immediately, and provide either a full refund or find a mutually agreeable alternative date to reschedule.



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- Giants does not refund travel, lodging and/or meal expenses in the event of a workshop cancellation.
- Please allow up to 5 business days for cancellation and postponement requests to be processed.

If you need further clarification about this policy, please contact Giant's Administrator on info@giantstheatre.com