

Amsterdam, january 2017.

**cancellation, refund and late arrival policy for cooking workshops.**

since cooking classes are extremely popular and are in great demand, to make sure that we are able to offer services fairly to all interested and to avoid unnecessary cancellations, we do ask that clients pay the full workshop fee in advance to secure their booking.

all classes are reserved on a first come first serve basis.

*de culinaire werkplaats* reserves the right to cancel or change any confirmed class. In this case, the client will be refunded in full for the costs of the services paid.

*cancellation & refund policy*

- if you are not able to attend your booked cooking class, *de culinaire werkplaats* requests that all cancellations be communicated by phone or email.
- the full payment is fully refundable if *de culinaire werkplaats* receives your cancellation notice fourteen (14) days prior to the confirmed cooking class.
- if you book a cooking class that falls within fourteen (14) days of the lesson, the deposit or full payment is non-refundable.
- full payment and/or gift certificates are forfeited in the caswe of a no show on the day of the confirmed lesson

*late arrival*

- for respect of each reservation we ask an on time arrival of all guests with no more than a 10 minute delay.
- if your arrival will be delayed more than 10 minutes, we ask to notify us by email, sms, or phone (+31(0)6 54 64 65 76).
- in the case we are not notified and have no way to reach you, your space and deposit will be forfeited 30 minutes after the start of the workshop.