



BOOKING AND CANCELLATION POLICY

Last updated on the 1st August '23

Booking is on a first come first serve basis. If you'd like to be notified about our new classes, please follow @tokobo.pottery and/or subscribe to our mailing list.

Classes/workshops

Cancellation for the course must be made in writing before its start date by **emailing to studio@tokobopottery.com**.

The amount refunded to you will be determined by how many days in advance this action is made:

14 days before the course start date: a full refund or a credit voucher for the same amount

7 days before the course start date: a partial refund (minus a 10% admin fee).

Within 7 days of your course start date: no refund.

If you'd like to book a course but can't make one or two of the dates, let us know by **emailing to studio@tokobopottery.com**. If we receive the notice 2 weeks before the date you miss we will try our best to fit you in another course. If this is not possible due to the availability in other courses, we will offer access to Drop-in sessions.

This can be arranged once if you are in a 5 week course, twice if you are in a long course (10 weeks -). It is NOT possible to replace a session in shorter courses or Nerikomi courses.

When a course or workshop is cancelled by the studio a full refund for the course will be offered when an alternative option cannot be communally resolved with other enrollees.

If you wish to switch to an alternative course or date, please make your request in writing by email.

Transfers can be facilitated up to 14 days before the course's scheduled start date, and there will be no additional charge for this service. However, if an alternative course is not available, we offer a coupon code of the same value, which can be used for future bookings.

Please note that each booking is eligible for a single transfer only, and we do not accept any further requests for transfers.

Drop-in sessions

Booking and rescheduling of a drop-in session can be made on our system. To reschedule the slot you booked, find the button at the bottom of the confirmation email you receive when booking.

Booking is open until 1 hrs before the session starts. Rescheduling should be made by 10 hrs before the session. Please note that we do not accommodate last-minute cancellations.