

Cancellation policy

If a booking is cancelled less than four weeks before the allocated time, you will be charged for 50% of the fee.

If a booking is cancelled less than 2 weeks before the allocated time you will be charged 75% of the fee.

If a booking is cancelled less than 1 week before the allocated time or simply do not turn up on the day, you will be charged the full amount.

Rescheduled Bookings

Bookings can be rescheduled at any time to take place in the same academic year, but a minimum of 2 weeks notice is required.

If less than 2 weeks notice is given you will be charged 25% of the fee.

The cancellation policy applies to rescheduled bookings.

The reasons we have a cancellation policy are as follows:

Much staff time and energy goes into the booking and planning of each workshop or group visit.

Resources may have been bought and prepared well in advance of the session, therefore incurring cost.

It may be that we have had to turn away another group who wanted to book a workshop visit in that time slot.

If you have any questions, please speak to one of the Learning Team:

01622 602853 museumeducation@maidstone.gov.uk