

Booking & Cancellation Policy

Booking & Cancellation Policy for The Opaque Elephant

Last updated: 3 August 2026

1. Overview

This policy explains how bookings, payments, cancellations and changes are handled for workshops and events delivered by The Opaque Elephant.

By making a booking, you agree to this policy.

2. Booking Confirmation

A booking is confirmed once:

- The booking has been accepted by The Opaque Elephant; and
- Any required payment or deposit has been received.

For private and corporate bookings, a written quotation may be provided before confirmation.

3. Payment

Payment terms will be agreed at the time of booking.

Unless otherwise agreed:

- Public workshops must be paid for in advance.
- Private and corporate bookings may require a deposit to secure the booking, with the remaining balance due before the event.

Payment methods will be confirmed during the booking process.

4. Participant Cancellations

Public Workshops

If you need to cancel your place:

- More than 14 days before the event: a full refund will be provided.
- Between 7 and 14 days before the event: you may choose either a 50% refund or to transfer your booking to another available workshop.
- Less than 7 days before the event: refunds cannot normally be offered.

If you are unable to attend, you are welcome to transfer your place to another person by contacting The Opaque Elephant before the event.

Private and Corporate Bookings

If you need to cancel:

- More than 28 days before the event: any payments made (excluding non-refundable expenses already incurred) will be refunded.
- Between 14 and 28 days before the event: 50% of the agreed booking fee remains payable.
- Less than 14 days before the event: the full booking fee remains payable.

Where possible, reasonable efforts will be made to rearrange bookings to a mutually convenient date.

5. Changes to Bookings

If you wish to change the date, location, participant numbers or workshop selection, please get in touch as soon as possible.

Changes can often be accommodated but cannot be guaranteed, particularly where materials have already been purchased or travel arrangements have been made.

Additional charges may apply where changes significantly alter the original booking.

6. Cancellations by The Opaque Elephant

Occasionally, workshops may need to be cancelled or postponed due to circumstances outside reasonable control, including:

- Illness
- Severe weather
- Venue issues
- Travel disruption
- Other unforeseen circumstances

If this happens, you will be offered either:

- A full refund; or
- An alternative date where available.

The Opaque Elephant is not responsible for any additional costs incurred by participants, such as travel, accommodation or loss of earnings.

7. Participant Conduct

The Opaque Elephant aims to provide a welcoming, inclusive and respectful environment for everyone.

Participants whose behaviour is abusive, threatening, discriminatory or unsafe may be asked to leave a workshop without refund.

8. Accessibility

Please let The Opaque Elephant know of any accessibility requirements or reasonable adjustments before your workshop wherever possible.

Every reasonable effort will be made to accommodate individual needs.

9. Photography

Photographs may occasionally be taken during workshops for promotional purposes.

Consent will always be requested before identifiable photographs are used.

Anyone who does not wish to be photographed can let The Opaque Elephant know before or during the session.

10. Contact

For any questions about bookings, cancellations or transfers, please contact:

Email: theopaqueelephant@outlook.com