

Cancellation Policy

Dear Student,

Thank you for booking a place on this course and for paying the £100 deposit. Up until 2022 it has been my policy to return deposits to anyone cancelling attendance at a course, so long as they have given me at least a few weeks' notice. However, as I'm sure you can imagine, the chaos of Covid social distancing arrangements and travel restrictions has meant that over the course of the last two years I have had to cancel entire courses and run some courses at half or less capacity, due to more frequent and last-minute cancellations (for understandable reasons). This has had an enormous negative impact on my income, since I rely on the profit from the courses to fund me and my art work over the winter. And this year, just when things should be picking up for me, I am still getting cancellations, with people choosing instead to spend time with their family, or to take that delayed trip abroad, or whatever. I cannot begrudge them any of this, since Covid has taught us all to appreciate any good opportunities that come our way.

However, the advent of the tourism marketing strategy known as the North Coast 500 has compounded my difficulties, with the cost of accommodation rising rapidly and the available accommodation being over-subscribed. Unless a student books accommodation 6 months to a year in advance, then they won't find anywhere to stay and so will be unable to attend the course. What this means is that if I receive a cancellation less than 6 months ahead, then even if I put the vacancy on my website, it is very unlikely that I will fill it, since there is nowhere for students to stay.

Although the deposit is only around a fifth of the total cost of a place on a course, it does go a small way to mitigate the loss of income for me and so I have had to make the sad decision to make deposits non-refundable. I hope you all understand.

Jan Kilpatrick

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