



JAMIE CALLAGHAN STUDIOS

Charging & Refunds Policy

	Name	Role	Signature
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	Name	Role	Signature
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POLICY LAST REVIEWED: April 2025

NEXT REVIEW: September 2025

INTRODUCTION

Jamie Callaghan Studios is an education provider which strives to give clients a chance to unlock their creative juices & learn new skills – to do this it often runs workshops which clients have to pay a small fee to join, this is the only paid service this business provides – for example our courses are free (unless stated otherwise to which it will follow this policy).

The workshops are for anyone of any age to join and aims to give participants the chance to be introduced to new creative disciplines and learn new skills in a relaxed, social environment.

DEFINITIONS:

Within this policy, we use the following definitions & terminology:

Management – anybody (incl. Director) working a managerial role within Jamie Callaghan Studios (e.g. assistant manager, operations manager etc.)

WHAT DO WE CHARGE FOR?

As of April 2025, we currently only charge participants for them to book our creative workshops (JCS Creative Workshops)

CHARGING:

To book a workshop ran by Jamie Callaghan Studios, participants are charged a small fee, this helps towards things like:

- **Building Costs** – *e.g. costs to rent venue where workshops are held*
- **Resources** – *e.g. resources to support workshop (e.g. flowers for a flower arranging workshop)*
- **Admin** – *e.g. time taken to plan lessons & compile participant information*
- **Staffing** – *e.g. to help pay workshop staff wages*
- **Hospitality** – *e.g. to pay for teas & coffees to enhance participants experience*

Participants are charged as little as possible to ensure the workshops can be catered for anyone however much money they have.

PAYMENT PROCESSING:

Participants wishing to book a workshop ran by Jamie Callaghan Studios will book & pay for desired workshop through event manager, Eventbrite.

Eventbrite is an event management & marketplace tool where people wishing to book tickets for an event can do so on a safe, secure website.

Jamie Callaghan Studios will upload events (workshops) which are taking place and the costs for these events on Eventbrite, this is as well as:

- Setting ticket prices
- Setting capacity limits for workshops
- Generating refunds
- Invoicing customers (if needed/requested)

Eventbrite sends payments collected by participants to Jamie Callaghan Studios a day after the workshop has ended.

Eventbrite will ideally be the only source of booking & paying for events/workshops ran by Jamie Callaghan Studios, exceptions may apply for certain reasons (e.g. a participant doesn't currently have a bank card) however it is at the discretion of management whether a participant pays using another method.

REFUNDS

Participants can request refunds **before** the workshop takes place, refunds may be offered for the following reasons (the list isn't exhaustive)

- They must cancel the booking due to emergency commitments taking place that day
- They must cancel the booking due to illness/injury preventing them from participating in workshop

Participants aren't entitled to a refund simply for deciding they do not want to attend the event anymore, **deciding on refunds for this nature is at the discretion of management.**

Participants must request refunds before the event takes place, not requesting a refund will mean any monies paid will still be automatically processed and sent to Jamie Callaghan Studios.

Participants can request a refund through Eventbrite, which will be processed and monies refunded to the participant within 5 working days.

Jamie Callaghan Studios must refund customers themselves due to the following:

- The workshop/event is cancelled/postponed
- There is no staff to run the workshop due to illness/other emergencies therefore it had to be cancelled/postponed
- The venue where workshops are held cannot open (e.g. no venue staff)
- Bad weather (e.g. heavy snow) has cancelled the event/workshop
- Any other reason which Jamie Callaghan Studios has responsibility for

After the workshop(s) take place, participants cannot request refunds as they have already participated in the workshop & received what they have paid for.

COMMUNICATING THIS POLICY:

This policy is communicated to customers on Jamie Callaghan Studio's Eventbrite page, as well as social media & website.

