

Derbyshire Dales Wine Society – Cancellation Policy

As members will appreciate, last minute cancellation or 'no-shows' are costly to the Society (as wine orders are done in advance) and prevent others who may wish to attend from using the places booked and not taken. As a matter of courtesy to your fellow members we would appreciate notice of non-attendance at the earliest opportunity.

Please note the following cancellation policy which has immediate effect.

Cancelling a booking

Members may cancel their booking up to 48 hours prior to the booked session. To cancel or re-schedule please contact us at:

Des Graham, Secretary
07545 090096
derbyshiredaleswinesociety@gmail.com

A refund will be made in this instance.

Late Cancellation/No-show

Cancellations are considered 'late' when the Member does not cancel at least 48 hours prior to the booked session. Late cancellations or 'no-show' will mean that the fee paid will not be refunded.

Society Initiated Cancellation

If for any reason, we must cancel a scheduled session we will notify you as soon as possible and you will receive a full refund.

Refunds

Refunds will be processed using the same method as the original payment.

Committee Waiver for Exceptional Circumstances

It is at the discretion of the Committee whether a refund is given in *exceptional* circumstances where the Member has been *unable* to notify within 24 hours of their non-attendance.

Exceptional circumstances might include sudden admission to hospital/accident etc. In this case the person cancelling must provide basic details of the issue which caused the cancellation. The Committee will then decide whether the refund can be made.