



TAIKOWEST

JAPANESE DRUMMING IN THE UK

Taiko West - Cancellation and Refund Policy

Your class is part of the Taiko West Schools & Communities Project, one of the largest Taiko education projects in Europe. With our project, drums are transported to many different locations throughout the Midlands. A lot of preparation, time, travel, labour and expense goes into delivering a Taiko drumming class.

As Taiko drumming is becoming more popular in the UK, demand for classes is increasing throughout our locations in the Midlands. One of the reasons we encourage payment upfront is because we have limited availability of drums.

We appreciate that things happen in your daily lives, which means you may have to cancel your attendance to one of our classes after you have paid. It means that to guarantee you a place we ask everyone to pay in advance for all the classes they wish to book on.

If you are no longer able to attend your booked and paid for class, the following terms will apply.

Monthly Classes

1. Because we need to manage numbers ahead of classes, our policy is that we do not offer refunds.
2. If you cancel at least 10 days ahead of the class and only if we can fill your place, then your payment may be transferred to a future class, up to a maximum of 2 transfers.
3. If you cancel within 10 working days ahead of a workshop then the transferring procedure doesn't apply.



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Weekly Classes

1. Because of the nature of weekly classes we are unable to provide a refund for any specific weeks that you are unable to attend.
2. If under exceptional circumstances (e.g. medical emergencies, bereavement) you are unable to attend, we are happy to discuss your situation.
3. Taster Sessions (Member Recruitment)

Those who pay for a single taster session in advance, but find they have to cancel at the last minute, will be allowed to transfer their payment to a future date as long as space is available.

Taiko West Class Cancellation

It is possible that due to unforeseen circumstances, e.g. illness, last minute venue changes, venue issues or very low number of attendees that we may have to cancel a class.

We will endeavour to give you as much notice as we can via email and /or text message providing we have your mobile number. In the event of this happening we will give you the option to transfer your payment to the next available class or if you so wish, provide you with a full refund.

If you have any questions or concerns about these terms or need further clarification, please have a chat with Beth Lear or your local co-ordinator in the first instance and they in turn will discuss it with James Barrow and come back to you with a fair and considered response.

We appreciate your understanding and consideration of these terms, which hopefully will allow for a happy and enjoyable Taiko Drumming experience for all.

Taiko West - www.taikowest.com