



Reconnect and Create Ltd Booking Terms & Conditions

Last updated: 05/02/26

These terms apply to all events, workshops, courses and retreats run by Reconnect and Create Ltd, unless otherwise stated in the individual event details.

Key Booking Information (Individual Event Details)

Event name	Crafternoon Tea
Date & time	
Location	
Price	£55 per person; OR £99 for 2 – gift experience - Optional gift cards are available at an additional small cost
What's included	- Venue/room hire. - Workshop tuition – up to 4 hours - An Afternoon Tea - Drink refreshments throughout the day (Hot and cold, non-alcoholic) - All craft materials.
Food provided (yes/no)	Yes – An afternoon tea and hot and cold drinks throughout the session.
Dietary deadline	1 week before the event: An online form will be emailed to you 2 weeks before the event. Please check your spam folder, or contact us if you have not received it. One form must be filled in for each participant.
Booking fee/space saver amount	£20 – 1 person £40 – 2 person gift experience
Cancellation terms (summary)	- Online bookings – 14 day cooling off period. Full refund if cancelling within the 14 day cooling off period. a) Cancelling more than 14 days before the event You may choose one of the following: - Transfer your booking to another suitable Reconnect and Create event (no charge), or - Receive a refund minus the non-refundable booking fee. - Example: £55: £20 retained, £35 refunded. b) Cancelling less than 14 days before the event You may choose one of the following: - Transfer your booking to another suitable Reconnect and Create event (no charge), or - Receive a 50% refund, calculated after the booking fee has been retained. - Example: £55: £20 retained, 50% refund thereafter £17.50 refunded.

About Our Events

Reconnect and Create offers creative and wellbeing experiences inspired by nature, creativity and connection. Unless stated otherwise:

- All materials and tools required for the activity are included.
- Participants will create and take home their own handcrafted item.
- Some events may include food and refreshments.

Booking & Payment

- Bookings are for the named participant and are not transferable to another person without prior agreement. If being bought as a gift experience, the name and contact information for the gift buyer must be given to enable future booking information to be provided.
- We reserve the right to refuse participation where behaviour compromises the safety or enjoyment of others.
- Full payment is required at the time of booking. We do not offer deposit and balance arrangements unless clearly stated. Your place is confirmed once payment has been received.

Online Bookings & Cooling-Off Period

For online bookings, a 14-day cooling-off period applies in line with consumer regulations, provided the event is more than 14 days away.

Booking Fee / Space Saver

After the cooling-off period, bookings are subject to a non-refundable booking fee/space saver, the amount of which will be stated in the event details. This fee secures your place and covers preparation, materials and administration costs.

Cancellations by You

Cancellation options and refunds depend on how far in advance you cancel. Details are outlined in the event-specific booking information.

Cancellations by Us

In the unlikely event that Reconnect and Create needs to cancel or significantly change an event (for example due to illness, venue issues, weather, or low booking numbers), you will be offered:

- A full refund, or
- The option to transfer your booking to a new date or alternative event.

Food, Allergies & Dietary Requirements

Where food is provided:

- All allergies and dietary requirements must be declared by the stated deadline.
- A dietary requirements form will be sent by email after booking.
- While care is taken, we cannot guarantee a completely allergen-free environment.

Failure to provide information by the deadline may mean we are unable to accommodate specific needs.

Participation, Health & Accessibility

- Participation in activities is at your own risk.
- Please inform us in advance of any medical conditions or access needs so we can support you where possible.
- Our events are gentle and inclusive, but participants are responsible for working within their own limits.

Photography & Marketing

From time to time, photographs may be taken during events for marketing purposes.

Consent will always be requested separately, and you may opt in or out of different types of images.

Personal data handling

Reconnect and Create is committed to protecting your privacy and handling your personal information with care and respect. We collect and store only the personal data necessary to manage your booking and provide a safe, supportive experience. For full details see our Personal Data & Privacy Policy.

General

These terms ensure clarity and fairness for everyone.

- Event details may vary and should be read alongside these terms.
- Reconnect and Create reserves the right to make small changes where necessary.
- These terms are subject to change, but the version in place at the time of booking will apply.