CANCELLATION AND REFUNDS

Our cancellation policy is dependent on the time before the event as listed below.

Anyone who has booked and paid for a Scruff n’ Ken event has the right to cancel at any time by sending an email to request a booking cancellation.

We will then refund the amount paid minus a £2 administration fee, provided the cancellation request is 7 days or more before the event. You will also have the option to transfer to another event at another time, availability permitting, at no additional charge to you.

If the cancellation request is between 3 and 7 days of an event, no refund will be given, however we will do our best to transfer you to another event. You will have the option of transferring to another event, availability permitting, with a £5 administration fee. To be fair to everyone else booked onto the event, if the cancellation request is within 3 days of an event, there will be no refund but you may still transfer to another event of your choice, availability permitting.

We will make every effort to hold events at the dates, times and locations specified on our web site. We do reserve the right to cancel and/or change event dates, times and locations although this is very would be an unusual occurrence but please be aware.

In the very unlikely event that circumstances dictate that we do postpone an event, you will be refunded your money in full or offered a transfer to another Scruff n’ Ken event on a like for like basis or you may opt for a different event and pay the addition cost.

Please note that no additional compensation will be paid. In the case that industrial disputes can arise which do affect our events including travel, transport of visitors such as train, bus strikes which are beyond our control, all fees are non-refundable.