**Simply The Story Refund Policy**

**About Our Policy**
Our workshops require a great deal of pre-planning, including ordering supplies and tools and commitments by our instructors— all based on the number of students who register. When students ask to cancel or reschedule at the last minute, it creates problems for our instructors, who freely give their time for the workshops.

We understand that despite a registrant’s best intentions they may find themselves unable to attend a workshop. If that happens, the STS headquarters will accept cancellations and issue refunds under the following conditions:

- If we cancel a workshop for any reason, all registration fees will be fully refunded.
- If a registrant withdraws with less than four days’ (96 hours) notice or does not show up at the workshop, no refund will be issued.
- If a registrant withdraws with 7 days or less notice, a 50% refund will be issued.
- If a registrant withdraws with 8 or more days’ notice, a 100% refund will be issued.

This helps us to plan trainings, food, online needs and more.

**Please note:** If you require flights and/or hotel for a workshop or training, we recommend that you purchase cancel-for-any-reason travel insurance. We cannot be held liable for travel costs including but not limited to hotel and flights, should circumstances require cancellation. We do not refund travel expenses (e.g. airfare or lodging) or cancellation/change fees incurred by participants.

**Weather Issues:** If you decide not to attend a workshop due to weather conditions, but the workshop has not been cancelled, we will consider partial or full refunds on a case-by-case basis. You must communicate with the headquarters or host within 24 hours of this decision, including the weather condition and reason for not attending.

TGSP will not issue any refunds, transfers or credits to workshop participants who are absent from their scheduled session without notice.

**Online Workshops:** TGSP is not responsible for the inability of any participant to participate due to technical issues beyond our control. Participants in online workshops are encouraged to conduct a technical (video and sound) check on the computer that will be used for the workshop at least one (1) day prior to the scheduled start of the workshop. The participant should allow enough time for any local technical support to help prepare their computer if needed. Instructions for participation in the online workshop and completion of a technical check are sent via email after registration, payment, and again prior to the start of the online workshop. Please contact the office prior to the start of the training if you do not receive this information within 3 days of the start of the training.

Although extremely rare, TGSP reserves the right to cancel a registration or event due to low enrollment or other circumstances, which would make the event nonviable. Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer the registration fee to a similar course at a future date.

Thank you for understanding!