

Cancellation by guest

Cancellation policy

- **More than 9 months before arrival**
 - 50% of your amount paid is refundable (now to Nov 30, 2026)
- **9–6 months before arrival**
 - 40% of your amount paid is refundable (Dec 1, 2026 to Feb 28, 2027)
- **6–3 months before arrival**
 - 25% of your amount paid is refundable (March 1, 2027 to May 31, 2027)
- **After May 31, 2027**
 - No refund available, as all arrangements and commitments will have been confirmed and paid.

Cancellation by Creative Experiences

In the unlikely event that Creative Experiences must cancel a trip, you will be offered either:

- An alternative trip of equivalent value, or
- A full refund of all monies paid.

We cannot accept liability for cancellations caused by force majeure events beyond our reasonable control (e.g., strikes, natural disasters, public health emergencies).

Dealer Responsibilities

- Dealers must ensure that all participants hold valid passports, visas (where required), and comprehensive travel insurance.
- Any special requirements (including mobility, dietary, or medical needs) must be communicated to Creative Experiences no later than 90 days prior to arrival.
- Dealers are responsible for coordinating participant flight arrangements so that all guests arrive in time for the scheduled group airport transfer.

- All requested guest information and data must be provided to Creative Experiences promptly and in full to support the smooth planning and delivery of the trip.

Liability

Creative Experiences acts as the organizer of the trip but contracts certain elements (e.g., accommodation, transportation, excursions) with third-party providers. While we exercise due care, we cannot accept liability for the acts or omissions of third parties or for events outside our control. This is the same for IES Corporation – Sew Suite Studio

Unavoidable & Extraordinary Circumstances (Including Covid-19)

In rare situations outside everyone's control—such as government travel bans, border closures, or a major health emergency—we may be unable to operate the retreat as planned.

If we must cancel the event

If events like these make it impossible for us to deliver the core parts of the experience safely or legally, we will cancel the event and **you will receive a full refund**.

No additional compensation is payable.

If the event can go ahead

If the retreat is running safely and legally, but **you personally choose not to travel** (for example due to illness, isolation requirements, personal preference, flight disruption, or concerns about Covid-19), our normal cancellation policy will apply.

We strongly recommend travel insurance that covers illness and Covid-related disruption.

Governing Law

These Terms & Conditions are governed by and construed in accordance with the laws of Scotland. Any disputes will fall under the exclusive jurisdiction of the Scottish courts.