

Policies

For you to have a successful event with Brick Labs, please read and acknowledge our cancellation and insurance policies below:

Cancellation Policy:

- For group event cancellations, **up to 30 days in advanced**, you will be refunded 100% of your full payment minus a 3.5% administration fee.
- For group event cancellations, **up to 15 days prior**, you will be refunded 50% of your full payment.
- **14 days or less** prior to your event, refunds will not be issued.

- For facilitated learning event cancellations, **up to 30 days in advanced**, you will be refunded 100% of your full payment minus a 3.5% administration fee.
- For facilitated learning event cancellations, **up to 15 days prior**, you will be refunded 50% of your full payment.
- **14 days or less** prior to your event, refunds will not be issued.

- For field trips and corporate events that are cancelled **up to 30 days in advance**, you will be refunded 100% of the full payment, minus a 3.5% administration fee.
- For field trips and corporate events cancellations **up to 21 days prior**, you will be refunded 50% of your full payment.
- **21 days or less** prior to your event, refunds will not be issued.

- Rescheduling 15 days prior your event will require 50% of your full payment.
- Cancellations after 14 days **will not** be refunded

- Club membership fees are **non-refundable**, but can be transferred **one-time only** (at no cost) to another suitable participant. You must contact Brick Labs directly to transfer the membership to the new participant.

- No shows, will not be refunded, nor transferred.

- Any misrepresentation of details about your event will result in a fully non-refundable cancellation.

Insurance Policy:

- Customers who chose our event insurance policy (for \$10.00) will be able to receive a 95% refund of their full payment.
- This policy is only applicable and valid when the event insurance option is selected at the time of your booking.
- With this policy, there are no time restrictions for cancellations.