

People's History Museum (PHM) - workshop cancellation policy
Updated August 2024

Notifying PHM

If you need to cancel your visit, please let us know as soon as possible by contacting the Learning Team via email learning@phm.org.uk. We aim to give a response in five working days.

Cancellation and any cancellation fees incurred are only confirmed upon acknowledgement by the Learning Team. If you have not had a response within five working days please follow up by email or call the museum on 0161 838 9190.

Why cancellation fees apply

When a workshop is cancelled less than one calendar month before it was due to take place, PHM pays the freelance practitioner who was booked to deliver the workshop.

Within this timeframe, it is unlikely the museum will find another group to book the cancelled timeslot, or the freelance practitioner will find other work.

Cancellation fees

When a booking is cancelled a cancellation fee may apply. The fee is calculated depending on the notice given.

<p>Cancellation fees: one calendar month + notice</p>
<p>Cancellations made by the booker will have 75% of the fee refunded by the museum.</p> <p>In the event of a cancellation made by PHM, the booker will have their full workshop fee refunded.</p>
<p>Cancellation fees: between 11 days and one calendar month notice</p>
<p>Cancellations made by the booker will have 50% of the fee refunded by PHM.</p> <p>In the event of a cancellation made by PHM, the booker will have their full workshop fee refunded.</p>
<p>Cancellation fees: between 0 and 10 days notice</p>
<p>Cancellations made by the booker will not have their fee refunded by PHM.</p> <p>In the event of a cancellation made by PHM, the booker will have their full workshop fee refunded.</p>