



# ESCAPADE FRANÇAISE

CANCELLATION POLICY-LE FOODIST

PLEASE SEND YOUR CANCELLATION NOTICE TO [CONTACT@LEFOODIST.COM](mailto:CONTACT@LEFOODIST.COM)

THEN, THE FOLLOWING CONDITIONS APPLY TO CANCEL YOUR PARTICIPATION IN A PRIVATE COURSE :

IF YOU CANCEL 61 DAYS OR MORE BEFORE THE COURSE, WE WILL GIVE YOU A FULL REFUND, NO QUESTIONS ASKED.

IF YOU CANCEL BETWEEN 60 AND 30 DAYS BEFORE THE EVENT, WE WILL ONLY CHARGE YOU 50% OF THE TOTAL AMOUNT.

IF YOU CANCEL BETWEEN 30 AND 10 DAYS BEFORE THE EVENT, WE WILL GIVE YOU A CREDIT OF 30% OF THE TOTAL AMOUNT TO BE USED WITHIN 6 MONTHS.

IF YOU CANCEL LESS THAN 10 DAYS IN ADVANCE, THE FULL AMOUNT IS DUE.

PLEASE NOTE THAT THIS CANCELLATION POLICY WILL APPLY REGARDLESS OF THE REASON FOR YOUR CANCELLATION: WHETHER IT IS DUE TO A DELAYED OR CANCELLED FLIGHT, A PASSPORT DENIED BOARDING, ILLNESS, FAMILY LOSS, A TERRORIST ATTACK, CONCERNS ABOUT DEMONSTRATIONS OR A PANDEMIC, BUSINESS REORGANIZATION, ETC.

PLEASE NOTE THAT AS OUR PUBLIC CLASSES ARE EXCLUSIVELY IN ENGLISH, YOU NEED TO UNDERSTAND SPOKEN ENGLISH TO GET THE BEST OUT OF THE CLASS. AND BECAUSE OUR CLASSES ARE SMALL GROUP CLASSES, WE CAN NOT WELCOME A TRANSLATOR INTO THE CLASS AS THIS WOULD DISTURB THE FLOW OF THE COURSE AND THE EXPERIENCE OF EVERYBODY.

WE REQUIRE A MINIMUM OF 4 PARTICIPANTS TO GUARANTEE THE CLASSES WILL TAKE PLACE. HENCE IF YOU HAVE BOOKED FOR THAT NUMBER OF PEOPLE, YOU ARE SURE THE CLASS WILL TAKE PLACE.

AND IF LIKE OVER 90% OF OUR CLIENTS YOU HAVE BOOKED AS A SOLO TRAVELER OR A COUPLE, DO NOT WORRY TOO MUCH THOUGH! WE HAVE A SERVICE LEVEL OF 97% - THIS MEANS 97% OF OUR CLASSES END UP HAVING ENOUGH PARTICIPANTS. BUT SOMETIMES WE MIGHT HAVE TO REACH OUT TO ASK YOU IF YOU HAVE FLEXIBILITY IN YOUR TRAVEL PLANS TO MOVE TO ANOTHER TIME SO WE CAN CONSOLIDATE PARTICIPANTS; THIS TENDS TO BE MORE THE CASE IN NOVEMBER, JANUARY AND FEBRUARY WHEN THERE ARE A LOT LESS PEOPLE VISITING PARIS.

ALL COMPLAINTS OR DISPUTES SHOULD BE ADDRESSED TO US  
ON THE CONTACT TAB.

WE WILL LET YOU KNOW AT LEAST OVER 4 FULL DAYS PRIOR TO YOUR CLASS DATE (FOR EXAMPLE MONDAY MORNING FOR FRIDAY AFTERNOON) IF WE BELIEVE THERE IS A RISK FOR THE CLASS YOU SIGNED-UP TO NOT BE GUARANTEED. IN THAT RARE CASE, WE WILL MANAGE THIS TOGETHER TO SEE WHAT ALTERNATIVE MIGHT BE SUITABLE WITH YOUR SCHEDULE. AND OF COURSE, SHOULD WE NOT BE ABLE TO WELCOME YOU, WE WILL REIMBURSE YOU IMMEDIATELY.

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