

Cancellations and Refunds

Last updated: October 10, 2026

Cancellation and refund arrangements depend on what you have booked or purchased. Please check your agreement, booking confirmation or purchase terms for the conditions that apply.

1. How to request a cancellation or change

Use the booking or cancellation process identified in your confirmation.

If it is unavailable, contact **Charmian Romano on 343-429-7749** or use LPCK's usual written contact method.

Please provide:

- Your name and business or organization, where applicable.
- Your booking, membership or order reference.
- The date and service affected.
- Whether you want to cancel, reschedule or request another adjustment.

The time we receive your request determines whether the required notice has been given. Please retain the confirmation of any change.

2. Food-business kitchen bookings

Under LPCK's standard membership booking policy:

- At least **14 calendar days' notice** before the session start is required to cancel without forfeiting the booking credit.
- A credit restored following timely cancellation must be used within the applicable **monthly allocation period**, unless an approved rollover or exception applies.
- A late cancellation normally results in forfeiture of the booking credit.
- A booking is treated as a no-show where the required authorized user has not arrived within **30 minutes of the session start time**, unless a later arrival has been agreed.
- A no-show normally results in forfeiture of the booking credit.

Restoring a booking credit is not the same as issuing a cash refund.

Ending or suspending a membership is handled separately under the Membership Agreement.

3. E.A.T. Pass bookings

For E.A.T. Pass bookings:

- At least **14 calendar days' notice** before the session start is required for cancellation or rescheduling without forfeiting the session credit.
- A restored credit must be used within the pass's original validity period unless an extension is approved.
- Late cancellations normally result in forfeiture of the session credit.
- A no-show occurs where neither the pass holder nor an approved responsible host arrives within **30 minutes of the scheduled start**, unless a later arrival has been agreed.
- No-shows normally result in forfeiture of the session credit.

A replacement date is subject to availability and confirmation.

Cancelling one session does not automatically cancel the pass or its remaining instalments.

4. P.R.E.P., organizational bookings and one-off experiences

The cancellation deadlines and credit or refund arrangements stated in your P.R.E.P. agreement, Organizational Membership Schedule or Host Agreement apply.

Please do not assume that a different membership or pass policy applies to your booking.

Any exception or revised arrangement must be confirmed by LPCK.

5. Event tickets

Where an independent host sells tickets for an event at LPCK, the host's disclosed ticket cancellation and refund terms apply.

Contact the organizer identified on your ticket or event listing.

Where LPCK is the ticket seller, the conditions shown before purchase and in your confirmation apply.

A host's venue booking and a participant's event ticket are separate transactions.

6. Equipment rentals and product purchases

Equipment rental cancellations, returns, extensions and deposits are governed by the rental terms supplied before booking.

Product returns, exchanges, collection and delivery arrangements are governed by the purchase terms supplied before checkout.

If an item is damaged, defective or different from what you ordered, contact us promptly with your order details and a description of the issue.

These terms do not remove any rights that apply by law.

7. Late arrival and early departure

Late arrival does not extend the confirmed booking.

Setup, activities, cleaning, reset and departure must be completed within the agreed time.

Early departure or fewer attendees does not automatically create a refund or restore part of a session credit.

8. Separately purchased services

Equipment, ingredients, catering, instructors and other additional services may have separate cancellation conditions.

Any non-refundable commitment or cancellation deduction must have been disclosed and accepted before the service was booked and must be permitted for the transaction.

We will explain any amount retained and its basis. A kitchen credit forfeiture does not automatically mean that every additional payment is also forfeited.

9. Illness and exceptional circumstances

Do not attend where illness would make food handling or participation unsafe.

Contact us promptly if illness, an emergency or another exceptional circumstance affects your booking.

We will consider the circumstances, notice provided and available alternatives. An exception is not automatic, and any approved credit, rescheduling or expiry adjustment will be confirmed.

10. If LPCK cancels or cannot provide the service

We will notify you as soon as practicable and explain the options under your agreement.

These may include a replacement booking, restored credit, expiry adjustment or an appropriate refund.

An LPCK operational cancellation will not be treated as your late cancellation or no-show.

We will not replace a cash refund that is due with a credit without your agreement, unless the accepted terms lawfully provide otherwise.

11. Deposits

Security deposits and booking deposits serve different purposes.

Your agreement will identify the deposit type, permitted deductions and return conditions.

Any security-deposit deduction must have an accepted basis and supporting evidence. We will provide an itemized explanation and return the undisputed balance within the agreed period.

A security deposit is not automatically forfeited when an arrangement ends and is not automatically your final membership payment.

12. Refund processing

Once approved, LPCK will normally initiate a refund within **10 business days**, unless an earlier deadline applies.

Refunds normally go back through the original payment method. Your bank or payment provider may take additional time to display the funds.

We will confirm the amount and processing details.

13. Questions or disputed charges

Contact **Charmian Romano on 343-429-7749** if you believe a cancellation, credit, deduction or refund has been handled incorrectly.

We will review the relevant agreement and records and explain the outcome.

Nothing on this page limits rights that apply by law.