

## Course and Event Booking Terms and Conditions

THESE TERMS AND CONDITIONS CONTAIN IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND ARE LEGALLY BINDING. YOU SHOULD PRINT AND KEEP A COPY OF THEM FOR YOUR RECORDS

THE FOLLOWING TERMS APPLY TO THE BOOKING OF WOODWORKING COURSES. THESE TERMS ARE ADDITIONAL TO AND SUPPLEMENT OUR [GENERAL WEBSITE TERMS AND CONDITIONS](#) WHICH ALSO APPLY. THESE TERMS AND CONDITIONS MAY BE AMENDED AT ANY TIME AND THE TERMS AND CONDITIONS THAT APPLY FOR EACH ORDER WILL BE THOSE ON THE WEBSITE AT THE TIME YOU PLACE YOUR ORDER.

- 1 Age restrictions.** We only permit persons who are aged 18 or over to attend our courses and events (unless we expressly state otherwise in our course or event booking information for the particular course or event). By booking a course or event, you are confirming that the person you have named as an attendee is in the designated age range.
- 2 Making a booking.** It is your responsibility to check that your booking is accurate before submitting it to us.



- 3 Pricing.** All prices on this website are in pounds sterling and include VAT unless expressly stated otherwise. We take care to ensure that all pricing information on our website is accurate but occasionally there may be an error. If you believe you have been charged the incorrect price, you should contact us and we will refund any overpayment.
- 4 What is included.** Our charges are for the course / event attendance only. Travel to the course, the cost of accommodation, lunch and all other expenses are your responsibility unless we expressly state otherwise in our course or event booking information for the particular course or event.
- 5 Use of equipment.** We provide woodworking tools and materials for use during the course / event. They remain our property (unless the tutor tells you otherwise on the day) and must be left in the same condition in which they were found (fair wear and tear excepted) and in the place instructed by your tutor.
- 6 Course / event content and venue.** We try to provide a realistic overview of course / event content on our website but reserve the right to make changes to the course / event content. Courses and events will be held at the venue shown in the booking information on the website. If, for any reason, we need to change the course / event

venue once you have booked, we will notify you as soon as possible. If the new venue is not acceptable to you, you will be entitled to cancel your booking and to receive a full refund provided you cancel within 24 hours of our notification and we will have no further liability to you or any other person.

- 7 **Accuracy of information.** We try to ensure that all information on this website about the courses and events we provide are correct. Any typographical, clerical or other error is subject to correction without any liability on our part. Any advice or recommendation given on this website or otherwise given to you by us, or any of our employees or agents, is followed or acted upon entirely at your own risk and we are not liable for such advice or recommendation.
- 8 **Concluding a binding contract.** When we receive a booking from you, we will confirm that we have received the booking by email to the address provided by you in your booking. Your booking is an offer to attend a course and/or event and will not be binding on us we send you an email to confirm the booking. We reserve the right to reject any booking and to limit the number of places you may book.
- 9 **Payment and refunds.** In providing payment card details, you confirm that you are authorised to use the card and authorise us, or our payment service provider, to take payment in full for the course / event you have booked and any other charges that become due to us under these terms. Payment will normally be taken immediately that a booking is made. Refunds, if applicable, will only be made using the payment method and/or to the card originally used for payment.
- 10 **Changing attendees.** We are willing to accept a change of attendee at your booked course / event provided we receive details of the new attendee at last 10 working days before the course / event start date.
- 11 **Changing course / event.** We are willing to change your booking to an alternative course / event only if there is, at the time we receive your request for such a change, a place available for each of the attendees who is to be moved to the alternative course / event and that, if our charge for the alternative course / event is higher, you pay the additional difference between what you have paid and the higher charge.
- 12 **Course / event withdrawal.** We reserve the rights to withdraw a course / event if there are insufficient numbers or to postpone a course if the tutor is ill or indisposed or in other exceptional circumstances. If we do so, we will offer you a a full refund of the amount paid for the withdrawn or postponed course / event or invite you to choose another available course / event.
- 13 **Cancellation rights.** You have a statutory 'cooling-off' right, which entitles you to cancel your booking within 14 days of us confirming receipt of it. After the 14 days, cancellations may be made in accordance with our Cancellations Policy. Details of these rights and how to exercise these rights are set out in the email we send to you to confirm your booking and in our [Cancellations Policy](#).

#### CANCELLATION CHARGES

Consumers have the right to cancel bookings for our courses for up to 14 days after the date on which we confirm receipt of your booking and to receive a full refund of any charges made.

After the 14 days, courses /events can be cancelled subject to the following charges being made:

- Cancellation not less than 28 days before the course start date / event date. A full refund will be given less an administration fee of £25.
- Cancellation not less than 10 days before the course start date / event. A 50% refund will be given less an administration fee of £25.

- **Cancellation less than 10 days before the course start date / event date** or non-attendance. No refund will be given.

To exercise your cancellation right, you must notify us that you wish to cancel. You can find our Cancellation Form [here](#).

All refunds for cancelled course bookings will be made within 14 days of receiving them from you or within 14 days of us receiving notice of cancellation from the person making the booking.

- 14 **Liability.** We have a legal duty to provide services that conform to the contract between us. Our maximum liability for our failure to fulfill to do so will be limited to the price paid by you for the affected course / event.

NOTHING IN THESE TERMS AND CONDITIONS SHALL AFFECT YOUR STATUTORY RIGHTS