

## Lindley Educational Trust - Principal Terms and Conditions of Business

### On Offer Dates:

'On Offer' dates will normally be held for two weeks (14 calendar days). After this time Hollowford reserves the right to offer them to another client. You may confirm 'On Offer' dates by telephone, letter, or by E-mail.

### Booking Confirmation:

A 'Booking Confirmation Form' will be sent to you following a Booking being made. The 'Booking Confirmation Form' gives details of the dates that have been reserved for you and of any fees and charges that are likely to arise. The Booking Confirmation Form also asks the Client to complete a realistic MINIMUM number of delegates - this is not necessarily the number of places reserved for that Event. The minimum number is the least that will be invoiced for regardless of any changes.

The 'Booking Confirmation Form' is to be signed by the appropriate representative of your organisation and returned to Hollowford within two weeks (14 calendar days). If the signed Booking Confirmation Form is not received by the specified date, Lindley Educational Trust reserves the right to remove the dates/reservation (unless circumstances are exceptional - this is at the Trust's discretion)

### Payment of Deposit:

On the receipt of a signed Booking Confirmation Form, an invoice will be issued for a 30% deposit based on the minimum numbers provided by the Client. This deposit invoice will be payable within 4 weeks or 30 days of the issue date. This is NON REFUNDABLE and will be deducted from the final invoice.

### Payment of Fees:

A VAT invoice will be issued within five working days of the event being completed. This will include all course fees, plus any out of pocket expenses, as agreed in advance. Payment is expected within 4 weeks or 30 days of receipt of invoice.

### Alterations to Bookings:

You may increase the number of places that you have reserved, subject to the availability of accommodation and course resources, at any time. You will be informed of any additional costs that arise.

You can reduce the number of places that you have reserved without incurring cancellation charges up to twelve weeks before the agreed commencement date of a course. Should this take numbers below the minimum stated on the Booking Confirmation Form, you will still be charged for the minimum number as per the signed form. After this date cancellation charges as detailed below will apply.

### Cancelling a Reservation:

Cancellation charges will be levied as follows:

Up to twelve weeks before commencement:	Nil
Twelve to eight weeks	25%
Eight to four weeks:	50%
Less than four weeks:	100%

### Deferring a Course:

A confirmed booking can be deferred for up to three months from the commencement date previously agreed. A course will be deemed to be deferred only on receipt of a new 'Booking Confirmation Form' confirming the revised arrangements.

If a course is deferred within twelve weeks of the agreed commencement date there will be an administration charge of 10% of the fee due. A course deferred within eight weeks of the agreed commencement date will be subject to an administration charge of 20% of the fee due, if deferred within four weeks as 30% charge will be applied. If a course, once deferred, is subsequently cancelled the cancellation charge will be based on the greater of the original and the deferred fees.

### Personal Property Insurance:

Please note that Lindley Educational Trust Ltd do not accept any responsibility for loss, theft or damage to personal belongings.

### Supervision of Groups Aged Under 18:

The supervision of groups outside of activity/training sessions i.e around the Centre, at mealtimes, during the evening and overnight is the responsibility of Visiting Staff Members. During activity/training sessions, the Instructors/Trainers are responsible for the safety and smooth running of the activity. During activity/training sessions, Instructors/Trainers require and appreciate assistance with group supervision. Therefore groups including under 18 year olds must have a Visiting Staff Member with each group during activities (1 staff member per activity group).

Any exception to this position must be agreed at the time of booking.

Hollowford will continue to have an overnight duty person, their role is the smooth running of the Centre, providing assistance with problems etc.

### Complaints Procedure

If you are dissatisfied with any aspect of our service, we would like to know. Please write to the Centre Manager. Should this be inappropriate, please contact the Centre Administrator who will refer you to one of our Trustees.