



Terms & Conditions

The information below must be read thoroughly and carefully before any booking is made. These terms and conditions are not subject to variation without prior consent in writing from Woodcraft School Ltd. Once a completed booking form has been accepted by written confirmation, the client(s) named on the booking form will have entered into a binding contract on the basis of the following Terms and Conditions. If you have any questions, please do not hesitate to contact us. "Woodcraft School" means Woodcraft School Ltd. PO Box 64, Midhurst, West Sussex, GU29 9WL.

1. Agreement

Any agreement based on the outlined terms and conditions arise upon the fulfilment of the following.

- Receipt and clearance in Woodcraft School bank account of full payment or deposit as detailed in section 2 below and a fully completed booking form.
- That the signature on the booking form is taken as the client attending the course or by a legally recognised agent of the client for and on their behalf.
- The Agreement is between Woodcraft School and the client(s) on the booking form and is the sole agreement between those parties.
- Woodcraft School reserves the right to refuse bookings to any party or individual without need to give reasons solely at Woodcraft Schools discretion and we will return any payment accompanying the booking form.

2. Payment

The balance of the fees as specified on the booking form must be paid in full by the date specified on the booking form, or if no date is specified, no later than 8 weeks before the course. If not so paid, Woodcraft School reserves the right to treat the agreement as cancelled by the client(s) in relation to Clause 3 below. Bookings made within 8 weeks of course commencement must be accompanied by payment in full.

3 Cancellation of course

Given the substantial preparation by Woodcraft School prior to any course, the client must be aware of the following conditions and therefore agrees to such. If the booking is cancelled for any reason the following charges will be applied:

- Cancellation more than 8 weeks before the course starts the deposit is forfeited.
- Cancellation 4-8 weeks before course commencement will lead to 50% of the course cost being payable.
- Cancellation less than 4 weeks before course commencement 100% of the course fee will be required by Woodcraft School.

4. Variation of course by Woodcraft School

By its very nature a Woodcraft School course is subject to natural forces and although every effort is made to comply with the course content, Woodcraft School reserves the right to alter the course content to match any natural variables. The client acknowledges that information provided by us is given to the best of our ability but that because of natural variable it may be necessary to change the itinerary and that in such circumstances it is not reasonable for Woodcraft School to be liable for any losses as a result and that our liability is limited accordingly.

5. Client conduct

Woodcraft School clients are expected to behave in a reasonable manner at all times and to comply with the reasonable instructions and leadership of Woodcraft School. Woodcraft School reserves the right to remove any client(s) from the course at the instructor/leader's absolute discretion without recourse to repayment for that course and against the client(s) will if necessary. Circumstances that may warrant exclusion from a course includes (without limitation): intoxication, use of non-prescription drugs, abusive behaviour, inability to meet the rigours of the course from physical or mental reasons, or through lack of appropriate equipment. If you are in any doubt about your ability to meet the rigours of the course, please contact your GP before booking. For removal of any party under such conditions, Woodcraft School will not be liable to any losses as a result and Woodcraft School is also entitled to any reasonable costs arising from removal of said client(s) payable upon demand. In addition, parents, guardians or those in a position of similar responsibility are to ensure the behaviour and safe control of any children to the satisfaction of Woodcraft School.

6. Insurance

Woodcraft School is covered to a level of £5,000,000 for Public Liability and is insured as an Outdoor Activities Provider. Woodcraft School clients are advised to provide their own personal insurance cover from a well established company, e.g. Insure & Go. (www.insureandgo.com). Please note the conditions under 'Hazardous Activities' in their insurance policy with regards to "working with hand tools". For international courses, clients are advised to ensure full cover against cancellation of a course.

7. Liability

Woodcraft School courses take place in the outdoors, which by its nature is never completely free from hazard. While all reasonable precautions are taken to minimise the risks the client accepts that accidents including serious injury and death can occur without Woodcraft School being at fault. The client also recognises that Woodcraft School is not responsible for loss or damage to the personal property of the client including vehicles, money, clothing and/or equipment. The client also recognises attendance of a Woodcraft School course in no way qualifies him/her to teach the course content. Woodcraft School therefore accepts no responsibility for any mishap occurring to third parties taught by attendees of any Woodcraft School course. Woodcraft School also takes no responsibility for any mishap during a course from any instruction or information not given by Woodcraft School appointed instructors or assistants. Woodcraft School also takes no responsibility for any mishaps occurring as a result of the clients failure to follow instruction. Woodcraft School will only accept liability for physical injury to a client that is shown to result from negligence on the part of Woodcraft School.

8. Cancellation by Woodcraft School

In the event that Woodcraft School cancels a course, all monies will be refunded in full, or if preferred, transferred as a deposit for another course. Please note that Woodcraft School requires a minimum number of 6 clients to run a course. Woodcraft School reserves the right to cancel all and any bookings without reason or notice. Under these unlikely circumstances Woodcraft School agrees to repay in full all and any deposits or course fees to the client.

9. Complaints

In the unlikely event that a client has cause for complaint about a Woodcraft School course, the complaint should be made to a representative of Woodcraft School during the event in order that corrective action can be taken if necessary. If the complaint is about a member of staff then please contact the office and we shall inform you of the complaints procedures so we can take the necessary action. An complaint must be made immediately. Woodcraft School will not accept a complaint after the end of the course. However, should a problem not be resolved at source, a complaint should be made in writing within 28 days or this complaint will not be upheld. Please note all of our staff are CRB checked and cleared with the Criminal Records Bureau.

10. Allergies

Whilst we cater for vegetarians and vegans alike, if you suffer from life threatening allergies from substances such as nuts etc. then we advise you to provide meals for yourself and a reduction to the course cost will be made as a conciliatory measure.

11. Travel Documents

The client is solely responsible, where necessary, for ensuring that he/she has all the necessary travel documents.