



## Terms & Conditions for public & private workshops

### 1. Fees

Full payment of the workshop fees must be received prior to commencement of your workshop. Your place on the workshop cannot be guaranteed until full payment is received.

### 2. Minimum age requirement

You must be at least eighteen years old at the time of booking.

### 3. Methods of payment

Fees can be paid by bank transfer. Payment by cheque is also accepted up to 14 days prior to the workshop date. Please make all cheques payable to Wild Rosamund.

### 4. Cancellation by you

4.1 You may cancel your place on a workshop up to one week before the workshop start date. Under these circumstances you will be entitled to a refund of the workshop fees, less an administrative charge of £10 to cover our costs.

4.2.1 If you wish to cancel within one week of the workshop start date you will not be entitled to any refund unless a replacement student can be found for your place.

4.2.2 If a replacement student is found you will be entitled to a refund of the workshop fees, less an administrative charge of £10.

4.5 Cancellation requests must be made in writing. An email is accepted as a form of writing.

4.6 If you have cancelled your place on a workshop due to weather or anything beyond the control of Wild Rosamund, as a gesture of goodwill, a place will be made available on a future workshop of the same value or with an additional payment being made on a workshop of higher value. Should you prefer a refund then an administrative charge of £10 will apply and such a refund is at the discretion of Wild Rosamund. **Please note that refunds can take up to one week to process.**

### 5. Cancellation by us

5.1 Please note that workshops have minimum attendance levels (five students, unless otherwise stated) and may be cancelled if too few bookings are received.

5.2 We reserve the right to amend or cancel workshops.

5.3 If we cancel a workshop we will endeavour to give you at least one week's notice and you will have the option of transferring to another workshop or of having a full refund of the fees, which we will return to you within one week.

5.4 We will not be liable for any losses (including, but not limited to, travel and accommodation costs) arising as a consequence of any modification or cancellation of the workshops as set out above and beyond the cost of the workshop fee.

### 6. Workshop postponement by us

If a workshop is postponed for reasons for which we are responsible, including staff illness, we will make every reasonable effort to reschedule the workshop.

## **7. Substitutions**

7.1 If you are unable to attend a workshop you are permitted to transfer your place to a substitute student up to 48 hours before the workshop's start time.

7.2 We must be notified in writing of the substitute student's name and there is a £2 administration charge for each substitution.

7.3 Substitutions cannot be accepted within 48 hours of the workshop's start time.

## **8. Non-attendance**

8.1 Non-attendance of a workshop due to illness or for personal or professional reasons does not create any right to a refund, alternative tuition or a transfer to a different workshop.

8.2 However, in such an event we will consider all the circumstances and take such action that we consider to be fair and reasonable.

8.3 Please note that if alternative options are offered there may be an additional charge.

## **9. Force majeure**

We shall not be liable for any failure or delay in the workshop, in whole or part, of any of our obligations arising from or attributable to acts, events, omissions or accidents beyond our reasonable control including, but not limited to, strikes, lock-outs or other industrial disputes (whether involving our workforce or the workforce of any other party), act of God, war, riot, civil commotion, terrorism, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery or heating, lighting, air conditioning or telecommunications equipment, fire, flood, storm, pandemics, epidemics or other outbreaks of disease or infection, or failure in the external supply of electricity, water or telecommunications (including internet) connections.

## **10. Materials and equipment**

10.1 Workshop fees include the cost of basic materials, flowers and the use of tools.

10.2 In the case of public workshops, in addition to the items in 10.1, a drink and a light snack is included.

10.3 Please see the workshop description on our website for details of any additional materials you will need.

10.4 In the case of private workshops, please refer to our correspondence with you for details of any additional materials you will need.

10.5 Failure to bring the required materials may prevent you from successfully completing the workshop.

## **11. Recording**

For legal reasons, and to respect other participants, the use of audio and/or visual recording is not permitted during any workshop unless agreed with the tutor and other participants.

## **20. Health & Safety**

Students are asked to wear appropriate clothing and footwear.

## **21. Workshop location**

You will be advised of your workshop location in your booking confirmation letter. Please be advised that workshop locations may occasionally change due to operational reasons.

## **22. Applicable law**

These terms and conditions shall be read and construed in accordance with English law and any dispute between us will be dealt with by the English Courts.