

# Cranedale Educational Charitable Trust Ltd

## Terms & Conditions

### **Booking Fee:**

Payment of a booking fee within 2 weeks of the date of our invoice is required to secure your reserved dates. Non payment of the booking fee within two weeks of our invoice will result in your dates being re-allocated to other customers. Please note that the booking fee is **not** an extra cost on your course and it will be shown as a deduction on the final sales invoice. However, should you decide to cancel your course, the booking fee will be forfeited and other penalties may also apply.

### **Payment Terms:**

Having paid the booking fee a deposit request will be sent to you 26 weeks prior to the commencement of your course. This will be based on the student numbers reserved with us and will be calculated on 40% of the course fee. Payment will be required by the stipulated date to maintain the security of your booking. The deposit will be non refundable in the event of cancellation of student places or cancellation of the whole booking. Payment of the final balance is due 3 weeks prior to the commencement of the course. If payments are not received by their due dates then Cranedale Centre reserves the right to cancel your reservation. If you anticipate a delay in making your payments please inform the Centre.

### **Financial Penalties for Cancellation of Bookings:**

Cancellation of the group booking by the customer, for any reason, once within 26 weeks of the commencement of the course will render the deposit and booking fee non-refundable. If the cancellation is close to the commencement date of the course other penalties will apply. Cancellation of a booking after the 6<sup>th</sup> week date will render 50% of the total course fee payable and after the 3<sup>rd</sup> week date the full fee will be payable. Please inform the Cranedale Centre in writing if you wish to cancel your booking. Cancellation will be effective from the date your letter is received at the Centre and normal cancellation fees/dates will apply.

### **Financial Penalties for Cancelled Places:**

Please note that deposits are non refundable and once beyond the 6<sup>th</sup> week date any cancellations will render 50% of the course fee due and beyond the 3<sup>rd</sup> week date the full fee will be payable.

If your group numbers falls to 8 or less then our Small Groups Terms and Conditions will apply. Please see **Small Group Bookings** below.

### **Travel/Cancellation Insurance:**

Fees cannot be reimbursed for cancellations once within 26 weeks of the date of commencement of the course and it is strongly recommended that adequate travel/cancellation insurance is obtained for the group.

### **Visiting Staff**

Visiting staff must take full responsibility for the behaviour of their students while at the Centre and assist with reinforcing Centre rules and regulations. Visiting staff will be considered to have a *duty of care* for their students and should be responsible at all times for their welfare. This will be particularly important during the overnight period when the Cranedale Centre staff are on-call but not in residence at the Centre.

***A detailed list of Visiting Staff responsibilities and emergency procedures is available in our Guest Information File which is available at the Centre or at [www.cranedale.com](http://www.cranedale.com) You are welcome to download this information, from our website, prior to your visit.***

### **Change of Programme**

In the interests of health and safety it may, on occasions, be unavoidable to cancel or modify programmes and timings of activities/studies due to adverse weather conditions, poor tides, changes to group size or unforeseen unavailability of Cranedale staff.

### **Small Group Bookings**

For bookings of 8 students or less (or existing bookings that drop their numbers to 8 students or less) it will be highly likely that your group will be asked to join with another school for fieldwork purposes. Consequently it may be difficult to meet your exact course requirements as the programme will have to reflect some or all of the course unit choices of the other larger group. Inevitably some fieldwork topics may not be your first choice but it is hoped that a useful compromise can be achieved.

Greater flexibility in achieving your exact requirements could be achieved if you remained separate. In this situation and for group sizes of 5 - 8, Cranedale Centre tutors would teach your individual day-time course and you, as the visiting teacher, would be required to teach some or more likely, all of the evening follow-up sessions. We cannot accept groups of 4 or less unless a) they self tutor and provide their own transport or b) they join completely with another school. Further details can be obtained from your Course Director.

### **Self tutored groups**

For schools/colleges wishing to self tutor their course entirely the following conditions will apply:

For self tutored days all transport and field equipment, including worksheets, resources and outdoor clothing, must be provided by the school/college.

No Cranedale Tutors or transport will be provided.

All evening sessions should be covered by the school/college staff. For courses booked on this basis a reduced charge will apply. Further details are available from the Administrator.

### **Complaints procedure**

If you have a complaint about any aspect of the service offered by the Cranedale Centre please put it in writing to the Director at the above address or speak to him personally. All complaints will be acted upon immediately. If you are not satisfied with the Director's response, then please write to the Charity's Trustees at the above address. It is then the responsibility of the Trustees to investigate the matter further and respond directly to the complaint.

**Acceptance of Terms and Conditions**

The receipt of your booking fee will be taken as confirmation of your acceptance of the above Terms and Conditions.