TERMS & CONDITIONS

For All Course Dates from 28th August 2024

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 below.

Booking Fee: Your payment of our 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 may 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 you will be required to pay a deposit for your field course. This is stated on the initial invoice and is payable mid-way between the date of your booking and the commencement date of your field course. Payment will be required by the stipulated date to maintain the security of your booking. Payment of the final balance is due 3 weeks prior to the commencement date of your field 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 payments please inform the Centre.

Cybercrime: Please note that the Cranedale Centre will NEVER email you to ask you to change our bank account details NOR will it request you to return an invoice to us by email. The security of our beneficiary details is of paramount importance and in the unlikely event that this Centre wishes to change its details you will be informed by post or telephone. If you are unsure about the veracity of any financial instructions or requests that you receive, in connection with our account, please check with us by telephone. In this way you can be assured that you are using our correct beneficiary details before making payments. We will not accept responsibility if you transfer money in to an incorrect bank account and should you do so we will, thereafter, still require you to settle our invoice in full.

Financial penalties for cancellation of group bookings: Cancellation of a group booking by the customer for any reason will render the booking fee and deposit non-refundable. Please inform the Cranedale Centre in writing if you wish to cancel your booking. Cancellation will be effective from the date of receipt of your letter/email.

Financial penalties for cancellation of student numbers: Please note that once within 6 weeks of the commencement of your field course you will not receive any refunds for cancelled student places and the full fee will be payable. If, throughout the duration of your booking, you fail to update the Centre, frequently, on your changing student numbers the Cranedale Centre reserves the right to charge a penalty (25% of the course fee) for each lost place. Please keep our office updated regularly on your student numbers.

Travel /Cancellation Insurance: The Cranedale Centre will enforce the above cancellation charges and it is strongly recommended that adequate travel/ cancellation insurance is obtained by course participants, either individually or as a school/college group. COVID cancellation cover is now widely available and is recommended.

FORCE MAJEURE: The Cranedale Centre shall not be liable for any delay in performing or failure to perform any obligation under the contract for any cause beyond our reasonable control. This includes acts of God, war, terrorism, breakdown of machinery, flood, storm, extreme heat, red weather warnings, outbreak of disease, pandemic, government rules, regulations or direction (a Force Majeure Event).

Visiting Staff: One visiting member of staff comes free of charge per every 12 student places. Any additional members of staff thereafter are charged at 50% of the student cost. 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. 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 4 – 8 students 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 3 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 field course the following conditions will apply: 1) 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 and with 9 or more students a reduced charge will apply. Further details are available from the Administrator.

Single room request (students): We are a small Centre, with limited bedrooms and it is expected that all students will share with 1 or possibly 5 other students maximum. However, where students request single rooms we aim to accommodate this where possible, but an additional surcharge will be required.

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 Head of Centre at the above address or speak to them personally. All complaints will be acted upon immediately. If you are not satisfied with the response given, 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.

Privacy Policy and Data Protection: Our data collection and processing policies are in accordance with the General Data Protection Regulations (GDPR) and as such, data collected from the customer will comply with those regulations. All data we collect and process is used to enable us to provide our 'not-for-profit' service for the benefit of schools and individuals, including the administration of your booking and the provision of the course including health and safety.
1.You have the right to ask for your data to be given to you either as a printout or in electronic form (Excel spreadsheet or in PDF or CSV file format).
2. You have the right to ask for inaccuracies in your data to be corrected
3. You have the right to ask for your data to be erased
Please read the Cranedale Centre Privacy Policy - available on our website www.cranedale.com