

## **Terms and Conditions**

For any course to operate successfully at Pendarren House OEC a degree of planning and financial commitment is required by the Centre. This is reflected in the cancellation policy applied below. Charges cover services as outlined in the course details information

### **Booking on Courses**

- Places can only be reserved by submitting a completed booking form along with a cheque for the full amount, or deposit if paying more than 6 weeks in advance.
- The full course fee must be paid 6 weeks before the start of the course or at the time of booking if less than 6 weeks.
- All bookings will be acknowledged by post or email and a receipt issued.

### **Cancellation by the Customer**

- All cancellations must be in writing or by e-mail to [office@pendarren.org](mailto:office@pendarren.org) and acknowledged by Pendarren House.
- Financial costs of cancellation are as follows:
  - i) Deposits are non-refundable.
  - ii) 100% of the full course fee where cancellation takes place within 6 weeks or during a course.

### **Cancellation by Pendarren House**

- Whilst every attempt is made to ensure that courses / activities actually run, Pendarren House will notify customers of cancellation as soon as practicable where it believes, on reasonable grounds, that cancellation is necessary due to dangerous and / or unsuitable conditions.
- Pendarren House will notify customers of cancellation not less than 5 days prior to the commencement of the course where numbers, as a result of either customers cancellation or booked numbers, have failed to reach a workable minimum.
- In the event of cancellation customers will be offered the choice of a full refund of the fee paid or another booking on a different date.

### **Payment Methods**

Currently Pendarren House can only accept payment by cheque or BACS. Cheques should be made payable to "LBH – Pendarren House OEC". Please contact us for BACS details.

### **Deposit**

A booking deposit of £80.00 should be made if booking more than 6 weeks in advance.

### **Balance of payment**

The balance is due at least 6 weeks before commencement of the course. No invoices will be issued unless requested. In the event that the balance is not received by the due date, Pendarren House reserves the right to cancel your booking.

**Insurance statement**

Pendarren House and Haringey Council will be responsible for only their own liability, including neglect attributable to its employees in the course of their duty. Personal accident and cancellation insurance are not provided. It is recommended that participants or their organisation arrange such insurance.