

## **Terms & Conditions**

These terms & conditions form the basis of the contract between Castle Rock Crafts and the client and cannot be varied, unless in writing by Castle Rock Crafts.

### **DESCRIPTION AND PRICE OF COURSES**

All courses are sold subject to availability. Any courses sold that are not available will entitle the client to a full refund within 14 working days, (although we would aspire to refund you immediately).

There is no contract between Castle Rock Crafts and the client until your order is received and you have a confirmation email back to the address you provide.

Castle Rock Crafts reserves the right to refuse to accept orders from individuals or companies without further explanation.

Castle Rock Crafts, its employees and other agents shall not be liable for any direct, indirect, special or consequential loss or damage including loss of profit or any other form of compensation.

### **COURSE BOOKINGS**

Please note these course terms and conditions are in addition to the terms and conditions outlined above. The course terms and conditions continue to form the basis of the contract between Castle Rock Crafts and the client.

Course participants must be over 18 years of age or accompanied by an adult and agreed with Castle Rock Crafts. Course participants must have a good standard of general fitness. Castle Rock Crafts cannot be held responsible for any losses incurred as a result of failure of clients to disclose medical conditions.

### **BOOKING AND PAYMENT**

1. Booking will be confirmed on receipt of a booking form with either full payment (if course begins within 2 weeks), or a minimum deposit of 25% of the full course fee.
2. All payments must be cleared before booking is confirmed, and the course must be paid for in full 2 weeks prior to the start date of the course.
3. Castle Rock Crafts reserves the right to refuse any booking without giving a reason.
4. A contract is entered into with the person who is attending the course upon confirmation of the booking, this booking is non transferable and charges will apply as outlined below if cancelled. Courses may not be re-sold or transferred to others in any manner.

## **CANCELLATION BY CLIENT**

1. If the client cancels for any reason up to 2 weeks before the start date of the course, the deposit will not be refunded.
2. If the client does not pay the balance of the course fee within 2 weeks of the start date of the course, Castle Rock Crafts will consider the client to have cancelled.
3. If the client cancels between 2 weeks and 1 week before the start of the course, then 50% of the full payment will be forfeited. If the client cancels less than 1 week before the start of the course then 100% of the course fee will be forfeited.
4. The client acknowledges that such cancellation charges are reasonable due to the need of Castle Rock Crafts to make substantial preparations in advance.

## **CANCELLATION AND ALTERATIONS BY CASTLE ROCK CRAFTS**

While Castle Rock Crafts will make every effort to run the courses as scheduled there may be circumstances (e.g. extreme weather conditions) when we are forced to cancel a course. In these circumstances, a full refund will be given, or an alternative date will be offered. NOTE – rain is unlikely to result in cancellation, however, winds in excess of 25 MPH can be hazardous as can lightning and these may result in cancellation

## **CLIENT CONDUCT**

1. Most courses include the use of sharp tools and making fire. All Clients must adhere to the safety precautions, failure to do so will result in the client being asked to leave the session with a forfeit of their fee. No responsibility will be accepted for dangerous actions on behalf of the client. Younger attendees will need to be accompanied by a responsible adult.
2. Castle Rock Crafts expects its clients to behave in a safe and reasonable manner throughout the course, and not to jeopardise the enjoyment or the safety of other course participants. In particular:
3. No alcohol or illegal drugs will be tolerated on any course as the risk of injury is too great, and clients must not be intoxicated at any time during the course.
4. Clients are responsible for bringing adequate clothing and equipment to the course, as per the Kit List, which will be sent to all clients prior to the course.
5. Clients must comply with all reasonable instructions and directions from the Instructors, and in particular no knives must be used until the Instructors are satisfied that the clients have been fully instructed in knife safety.
6. No fires are to be lit without the express consent of the Instructors, and fires must not be left unattended at any time.

7. Clients are responsible for any equipment issued to them during the course, and will be liable for loss or breakage. All equipment must be handed back in the same condition it was issued in.

Failure to comply with the above may result in removal from the course, without refund, and Castle Rock Crafts will not be liable for any subsequent losses.

## **INSURANCE AND LIABILITY**

1. Castle Rock Crafts has £2,000,000 of Public Liability Insurance; a copy of the Insurance Certificate can be provided on request.

2. The courses take place in a variety of habitats, and the client acknowledges that these environments are never completely hazard free. While Castle Rock Crafts makes every effort to minimise risks, we will not be held liable for accidents, mishaps or losses that are not a result of negligence on the part of Castle Rock Crafts, or for any accidents or losses which are due to client's failure to follow the instructions of the Instructors.

3. Castle Rock Crafts cannot be held responsible for any losses or damage to clients' personal belongings, clothing, money or vehicles.

4. It is the client's responsibility to ensure that they arrive at the designated meeting point in a timely manner in order to be able to join the course.

5. Castle Rock Crafts recommends that clients consider taking out their own personal insurance if they require it.

6. Castle Rock Crafts will not be responsible for any accidents or mishaps occurring to third parties taught by attendees of any Castle Rock Crafts course.

## **COMPLAINTS**

Any Complaints should be directed in the first instance to the Instructors during the course, so that the issues can be resolved at the time. Any complaints that arise after the end of the course must be put in writing to Castle Rock Crafts within 28 days of the end of the course. Castle Rock Crafts will not be liable for in respect of any complaints received after this time.

## **PHOTOGRAPHS**

We would appreciate if The Client would agree that any photographs taken by the Instructors during the course may be used by Castle Rock Crafts in promotional material, either printed or on the Internet. Please inform us before the end of your course if you are not happy for us to use photos of you in this manner.