

# Cancellation Policy

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## RESIDENTIAL COURSES AND EVENTS

### Deposit

A £50 deposit is required to make a booking. Deposits are non-refundable. A place on a course cannot be guaranteed until the deposit has been received. The balance of fees is payable eight weeks before the course starts.

Deposits and full fees can be transferred to another person to attend the same course.

Deposits and full fees cannot be transferred between courses.

No reductions or refunds are available to students arriving late or leaving early.

### Cancellation Charges

Additional cancellation charges will be made as follows:

#### **From six weeks before start date – forfeit 100%**

The full fee paid will be refunded if it is necessary for Denman to cancel a course.

### Change of Content, Tutor or Price

We make every effort to run courses as advertised. However, there may be occasions when we have to change course content, prices and/or tutors. Denman reserves the right to make these changes. In such instances, no reductions or refunds are available and the normal Cancellation Policy applies.

Where a course or event was advertised at a higher price and has subsequently been reduced, Denman will refund the difference. Where the course price was advertised at a lower price and has subsequently been increased, Denman will honour the lower price until the date the error was realised. After this date, customers will be required to pay the correct, increased price.

### Bursaries

If a Federation or WI bursary holder cancels her booking up to six weeks before the course start date, the bursary can be transferred to another course or member. Where part of the course was funded by the member, this money will be refunded.

After the six week point, no transfers of the bursary element between courses will be permitted and the above cancellation charges will be applied to any part funded element. However, the booking can be transferred to another member.

For Federation or WI bursary cancellations, written confirmation must be provided by the Federation or WI concerned.

## DAY SCHOOLS, MORNING/EVENING CLASSES, NON-RESIDENTIAL EVENTS AND B&B BOOKINGS BY INDIVIDUALS

The full cost must be paid on booking. A £20 administration charge is non-refundable. Thereafter the above cancellation policy applies.

## **Denman on Tour courses**

A non-refundable deposit of £250 will be taken for this course. The full amount will be due three months before the departure date. After payment, the full amount will be forfeit upon cancellation. The full fee will be refunded if it is necessary for Denman to cancel this course.

## **Insurance**

### **We strongly advise insuring against cancellation.**

You can't be sure that you will not have to cancel your booking due to unforeseen circumstances, but Denman is a business and, as such, we keep strictly to our Cancellation Policy. Therefore, we strongly advise that you take out cancellation insurance.

There are companies who offer this kind of service. It is also advisable to check your own insurance policy to see whether you are already insured.

## **Seven Day Cooling Off Period**

For bookings by individuals a seven-day cooling off period applies. If you cancel your booking within the 'cooling off period' you will be entitled to a full refund (including your deposit), pursuant to the Consumer Protection Regulations.

For bookings made by telephone or via our website, the first of these seven days is the day on which the booking is made. For bookings made by post, the cooling off period begins two days after you send your application form to Denman.

If you make a booking on a date which is less than seven working days before the start date of the course or event in question, you agree that services can be provided before the end of the cooling off period and that your right to cancel will cease upon the commencement of the course or event.

Denman must receive notification of your wish to cancel within the cooling off period in writing, either by post, by hand or by email.

## **Medical Conditions**

We ask our guests to advise us of any medical condition or disability that prevents their full participation in a course, so we can offer as much assistance as possible. However, if a carer is needed for everyday activities, or to take part in a course, you will need to arrange this yourself. We are unable to offer this type of care, although we do offer reduced accommodation rates for carers. Some courses are not suitable for those with limited mobility and, while we do our best to make sure as many courses as possible are accessible for everyone, some involve activities that require strength and a high degree of mobility.

## **Refusal of Booking Whilst at Denman**

Denman reserves the unconditional right to refuse a booking or to debar a person from a course in the event of conduct which in our opinion is likely to cause distress, damage or annoyance to guests, employees, property or to any third party. Cancellation charges of 100% would apply in these circumstances.