

1 Booking / fees (chargeable workshops)

- 1.1 All workshops must be reserved with a Kingfisher member of staff either by phone call or email.
- 1.2 A confirmation letter, invoice (if a chargeable workshop) and booking form for your completion will then be sent via email.
- 1.3 Full payment must be received fourteen days from the day of invoice.
- 1.4 In the event of an invoice not being paid Kingfisher Education Services (NW) Ltd will have the discretion to treat the booking as cancelled.

2 Cancellation by client

- 2.1 All cancellations must be in writing or confirmed by e-mail.
- 2.2 Kingfisher Education Service Ltd once notified by letter or e-mail of the cancellation will endeavour to re-book the workshop.
- 2.3 In the event that the workshop is not re-booked prior to the commencement day, the client will be charged the following cancellation fees (if a chargeable workshop):-
 - 60% of the total fee where cancellation takes place up to 8 weeks prior to the commencement date.
- 2.4 Less than 8 weeks prior to the commencement date the client will be charged the following cancellation fees:-
 - 80% of the total fee where cancellation takes place less than 8 weeks prior to the commencement date or
 - 100% of the total fee where cancellation takes place within the final 2 weeks before the commencement date.

3 Cancellation by Kingfisher Education Services (NW) Ltd

- 3.1 Kingfisher Education Services (NW) Ltd shall notify the client not less than five days prior to the commencement date.
- 3.2 In the event of cancellation clients will be offered the choice of the following options:-
 - Full refund or
 - Alternative day

4 Insurance

- 4.1 Kingfisher Education Services (NW) Ltd does not accept any liability for personal injury to, or the death of any participant caused, or for the loss or damage therein, unless caused by the proven negligence of the company.
- 4.2 Kingfisher Education Services (NW) Ltd carries full legal liability insurance for such circumstances. However, clients are advised to ensure that they are covered by insurance for personal accident, personal liability or loss or damage to personal property.

5 Safety & Behaviour

- 5.1 You are responsible for the behaviour of your group whilst participating in any sessions and, groups must be adequately supervised at all times.
- 5.2 Our Health & Safety procedures are there to protect everyone as well as comply with the law and will be explained to you by a member of staff. You are required to follow safe procedures to ensure that you and others come to no harm.
- 5.3 We reserve the right to ask any participant to leave the workshop without refund in the case of misbehaviour.

6 Health

- 6.1 You must inform Kingfisher Education Services (NW) Ltd with the return of your medical form of any illness or medical disability including asthma, diabetes, epilepsy and heart conditions and any medical treatment being received that could have an effect on the activities you and your group members are undertaking in the session.

7 Complaints

- 7.1 If a customer of Kingfisher Education Services (NW) Ltd has cause for dissatisfaction then this should be made known to one of the senior members of staff by emailing info@kingfishereducation.co.uk or by telephoning 01257 425550.

8 Undertaking

- I understand that:
- 8.1 The fee (if a chargeable workshop) is not refundable once a place has been confirmed, unless the course is cancelled by Kingfisher Education Services (NW) Ltd.
- 8.2 Refunds due to cancellation are in accordance with booking conditions.

9 Booking form conditions

- 9.1 I have had brought to my attention the Terms & Conditions relating to this booking in particular those concerning cancellation.
- 9.2 I understand that bookings are accepted on the understanding that Kingfisher Education Services (NW) Ltd safety regulations are observed.
- 9.3 I accept that Kingfisher Education Services (NW) Ltd is not under any liability whatsoever in respect to loss or damage to personal property, not caused by negligence or fault of Kingfisher Education Services (NW) Ltd, its suppliers, its agents and employees during workshop sessions.

Signature _____ Date _____