

TERMS AND CONDITIONS OF BOOKING



Courses are supplied by the Somerset Partnership Arts Education Agency (SPAEDA, we, us, our). We are registered in England and Wales under company number 04043022 and with our registered office at Hestercombe House and Hestercombe House and Gardens, Cheddon Fitzpaine, Taunton TA2 8LQ. Registered Charity Number 1083241.

On receipt of a signed booking form, you have entered into a contract with Somerset Arts Partnership Agency (SPAEDA). Prior booking is essential on all classes, workshops, courses and events. Booking is made **online** on a first come, first served basis.

Please pay particular attention to the details of each course prior to booking. If you have a disability/additional support needs please contact us before booking as aspects of some courses may be unsuitable due to the nature of the location. Please ensure that you provide us with full details of any specific requirements that you may have and we will always endeavour to accommodate you.

Payment Terms

For individuals, payment is made via our online booking system either by PayPal or a Credit/Debit card. For schools and organisations, if required an invoice will be raised to cover the cost of the booking. The balance must be paid no later than 14 days prior to the commencement of the course. Failure to make full payment may be seen as breach of contract and SPAEADA may reserve the right to cancel your place on the course. Please note, we prefer that all payments are made online or via bank transfer. Please contact Spaeda if you need to pay via cheque.

Cancellation and Postponement Policy

Cancellation by you:

You may cancel a course booking at any time. To cancel a course, you must inform us in writing.

Cancellations can be made up to 4 weeks before the start of the workshop, course, class or event. You will receive a full refund or the option to transfer to another workshop, course, class or event.

Cancellations made more than 2 weeks but less than 4 weeks before the start of the workshop, course, class or event will receive a partial refund of 50%, or the option to transfer if the space is subsequently filled.

Cancellations made 2 weeks or less before the start of the workshop, course, class or event are non-refundable.

All cancellations and/or course transfers are subject to a £25 administration charge.

Should you be unable to attend you are welcome to offer your space to someone you know, especially if you will not be able to fill the space at short notice, and in which case it is your responsibility to inform us of the changes in advance of the start of the course, and pass on all the details regarding course timings, directions etc.

Cancellation by us:

In the event of low bookings, the workshop, course, class or event will be cancelled. In this case you will be offered a full refund or the option to transfer your booking to another date free of charge. We will endeavour to inform you of cancellations at least 1 week before the planned date.

We make every effort to offer the workshops, courses, classes and events outlined on this website. However, we reserve the right to cancel a workshop, course, class or event if necessary. Participants will be notified and given the opportunity to transfer to another class or receive a full refund.

We will endeavour to supply the course leader advertised for any training event, but reserve the right to change the facilitator delivering the course if extenuating circumstances dictate this is necessary.

Copyright

All rights title and interest in any copyright that is created in any works by you whilst on a course will vest in you upon creation, but you hereby grant a licence of such copyright and the right to use such works and further your name and image in any photograph taken by us or on our behalf or supplied by you to us for advertising purposes including without limitation on our website and in our publicity material.

GDPR

We will only use the personal information you give us to help us provide courses and to inform you about similar courses unless you tell us that you do not want to receive this information. We will not pass your data to any other third parties. For further information on how we use your personal information please see our Privacy Policy.

Arrival

Please make sure that you arrive at least 5 minutes early to each workshop, course, class or event to give yourself a chance to settle in, grab a cup of tea and ensure that the class starts on time. A welcome email will be sent out prior to the workshop, course, class or event. Please look out for this email as it contains details you need to know, including directions to the event and anything else you may need to bring.

If you are running late, please inform Spaeda on the phone number sent out in the welcome email.

We have the right to revise and amend these terms and conditions from time to time to reflect changes in market conditions affecting our business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities. You will be subject to the policies and terms and conditions in force at the time that you booked your course with us.