

# Specialist Course Terms & Conditions

*For any course to operate successfully at Plas Pencelli a degree of planning and financial commitment is necessary by the Centre. This is reflected in the cancellation policy applied below. Charges cover services as outlined in the course details information. These vary from course to course. Please consult if in doubt. Charges are as set out in course information or as agreed by separate written quotation.*

## 1. Booking on Courses

- a) Places can only be reserved by submitting a completed booking form along with a cheque or purchase order for the full amount or deposit if paying more than 4 weeks in advance.
- b) The full course fee must be paid 4 weeks before the start of a course or at the time of booking if less.
- c) All bookings and payments will be acknowledged by email.
- d) Course joining notes are normally forwarded 2 weeks prior to the start of a course.

## 2. Cancellation by the Customer

- a) All cancellations must be in writing and acknowledged by Plas Pencelli.
- b) Deposits are non-refundable.
- c) 50% of the course fee is payable where cancellation occurs less than 4 weeks but more than 2 weeks before the start of the course
- d) 100% of the course fee is payable where cancellation takes place within 2 weeks or during a course.

## 3. Cancellation by Plas Pencelli

- a) Whilst every attempt is made to ensure that courses/activities actually run, Plas Pencelli 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.
- b) Plas Pencelli 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.
- c) Cancellation by Plas Pencelli does not affect the customer's right to a refund of travel costs that he/she may have incurred prior to the cancellation and since lost except in the circumstances set out in the clauses 3a and 3b.
- d) In the event of cancellation customers will be offered the choice of

1. Full refund of the fee paid
2. Another booking on a different date

**[www.plaspencelli.co.uk](http://www.plaspencelli.co.uk)**