

## Terms of Booking

1. The Ammerdown Centre reserves the right to postpone or cancel a course, or to change a course leader in the event of illness, or for any other reason beyond its control. In the event of a postponement or cancellation, payments made will be refunded or transferred, in accordance with your wishes.
2. Apart from in the case of cancellations due to Covid19, deposit and balance payments are non-refundable and non-transferable once your booking has been accepted. In the case of cancellations due to Covid19, if we are informed 48 hours or more before the event, Ammerdown will charge 25% of the course fee. If we are informed less than 48 hours prior to the event, Ammerdown will charge 75% of the course fee.
3. Residential costs are all inclusive of accommodation and meals. Non-residential costs are inclusive of main meals, but not accommodation or breakfasts unless otherwise stated.
4. Accommodation will always be single occupancy unless otherwise requested. Linen and towels are provided.
5. Funding permitted, bursaries of up to a third of the full fee for any course are available for people on low income, to a maximum of two courses per annum. Please note that current evidence of status will be required on application. All applications will be treated in the strictest confidence. Please contact the Ammerdown office to discuss.
6. Course participants are welcome to extend their stay before or after their course, subject to availability, at a special rate.
7. For residential courses, an initial deposit of £65 for weekend courses and £85 for longer courses is required when booking. This deposit is non-refundable and non-transferable, except in the case of a course postponed or cancelled by Ammerdown.
8. Guests booking on a day course or talk are asked to pay the full fee on booking. This payment is non-transferable and non-refundable, unless the course is postponed or cancelled by Ammerdown.
9. It is possible to make a provisional booking for a course. Ammerdown will hold the place for a maximum of 10 days. If a deposit has not been received within ten days, the place will be released.
10. Final payment is required 10 days prior to the start of a residential course. Once final payment has been received, it is non-refundable, except in the case of a course being postponed or cancelled by Ammerdown.
11. We will do our best to cater for special diets at no extra charge, if notified on booking. We reserve the right to apply a surcharge for diets considered by our kitchen to be highly complex.
12. Guests are asked to arrive no later than 9:00pm unless they have made a prior arrangement.
13. Check in time: 2:00pm. Check out time: 9:30am.

14. In the event that we make a mistake or omission online or in the brochure, Ammerdown reserves the right to change or correct that mistake.
15. We strongly recommend you consider taking out insurance to protect against cancellation.

GDPR: for course administration, Ammerdown processes data in order to offer services to our customers. We ensure all personal information supplied is held in accordance with EU General Data Protection Regulation 2018 and UK Data Protection Act 2018. We will not keep this information for longer than necessary, we will not share any personal data with third parties.