

# WOODLAND WORKSHOP TERMS & CONDITIONS

Thank you for choosing to book your Woodland Workshop experience with us. We very much look forward to welcoming you to the woods. By making this booking you are entering an agreement with Mallinson Ltd. Please read our terms and conditions of booking below.

## PRICES

The course fee includes refreshments and lunches on all 2 to 5 day courses. Please bring your own packed lunch for one-day taster courses. The course fee also includes all materials required to complete the projects and use of tools and specialist equipment associated with each course.

The courses fee is for one person only for the 2 to 5 day courses. The courses fee is for 1 to 4 people on the one-day taster course. Please note that we cannot accommodate additional guests for lunch as ingredients are foraged, picked or locally sourced specifically for the number of guests each day. We have the right to alter course prices at any time. However, prices stated on booking confirmation will be honoured.

## BOOKING CONFIRMATION & PAYMENT

Payment can be made by credit/debit card over the phone, using the online booking system on the website or by direct BACS bank transfer. You are strongly advised to call the office or to email to establish whether specific dates are available before making any transaction.

All bookings are confirmed by email and arrival information, maps etc. are sent at this time, along with payment invoice or receipt where applicable. Due to limited places on offer we are unable to reserve places without payment, but may keep a reserve list for courses at our discretion.

## CANCELLATION & INSURANCE

Guests can cancel up to 10 weeks prior to the course date. Under these circumstances a 25% cancellation fee will be subtracted from the course refund. After the 10 week threshold we cannot refund any course fees and therefore in order to cover unforeseen circumstances, **we would strongly recommend that you take out cancellation insurance to** cover any costs should you have to cancel for any reason outside your control.

Mallinson Ltd reserve the right to cancel a course date for any reason (for example, inclement weather or insufficient numbers) and shall not be liable for any consequential loss that may be incurred. Under these circumstances course credit notes will be issued that can be used against future course dates.

## DOGS

It is with great sadness, and after a great deal of debate that we do not allow guests to bring dogs with them.

## CHILDREN

The minimum age for standard courses is 18. However, children of 10 years and over are encouraged to come and join us on the one-day family taster courses.

## DAMAGES & BREAKAGES

Please take care when attending the Woodland Workshop. You are responsible and liable for any breakages or damages which you cause. All we ask is that you do report any incidents when they occur. We do not normally charge for minor breakages, but we may require payment for repair or making good if the damage or breakage is significant.



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## LIABILITY

Parking facilities are available on site and any vehicles and their contents are left at the owner's risk. We do not accept any liability for any damage, loss or injury to any member of your party or possessions whilst on site.

## PRIVACY POLICY

Any data collected during the course of this booking will be stored on our computer(s). Your contact details will be added to our database and you will receive an information newsletter approximately once a month informing you of new and exciting services. If you would prefer not to receive this information then please notify us and we will remove your details from our database immediately.

