



National Centre for Folk Arts

Terms and Conditions of Booking

Payment for residential courses / events

A deposit of £60 per person is required (£100 for Christmas & New Year events) to reserve your place. The balance of payment is due 6 weeks (42 days) before the event. If no payment (deposit or balance) is made, we reserve the right to take another booking in its place. We reserve the right to charge you for any costs incurred if insufficient funds are available from your account when you make a transaction.

Refunds

If you need to cancel your booking we can refund your payment minus a £25 administration fee per person; however we cannot refund any payments if a cancellation is made within 4 weeks (28 days) of the event. If a course / event is cancelled by Halsway Manor Society, we will offer you a full refund.

Tickets for concerts and one day events

Tickets are for general admission; you may choose a seat on arrival. Reservations: We reserve the right to re-sell any unpaid reservations not claimed within 30 minutes of the start of the performance. Refunds: Full refunds will be offered if an event / concert is cancelled by Halsway Manor Society. Other refunds are by discretion. We cannot refund any payments if a cancellation is made by you on the day of the performance.

Dietary needs - residential courses and events

Please advise us in advance of your visit if you require vegetarian, gluten-free or dairy-free meals. Other diets / allergies can be catered for by prior arrangement with the kitchen.

Registration

On arrival you are required to fill in a registration form including details of someone to contact in an emergency. This information must be given each time you as these details can change.

Public Liability

Halsway Manor has full public liability insurance.

Loss or Damage to Property

Halsway Manor does not accept responsibility for loss or damage to property whilst visiting Halsway Manor.

Parking

Owners park at their own risk.

Under 16s

Under 16s must be accompanied by an adult. Course leaders act as pastoral carers for young people attending courses and events specifically for young people.

Do you have a comment?

We welcome any comments, helpful feedback and ideas you may have about Halsway Manor, our courses, events and activities, our facilities and the service you received.

There are a number of ways you can let us know:

- Speak to the Duty Manager.
- Complete a feedback form – forms are available in the bedrooms and from reception.
- Speak to, phone or email the Chief Executive – chiefexec@halswaymanor.org.uk

All comments are reviewed monthly by the management team and we act on them wherever possible.

Do you have a complaint?

Please tell us if you are unhappy about the service you have received or something we have done or failed to do. We want to know about it and how we can put things right. If we have made a mistake we want to learn from it so that we can improve our service. You can register a complaint in a number of ways. When doing so please tell us what would you would like done to resolve the matter to your satisfaction.

- You can speak to the Duty Manager in private and they will do their best to resolve the matter immediately. If that is not possible they will take the details. If you wish we can provide you with a written copy of your complaint and what action you want us to take within three working days.
- Speak to, write to, or email the Chief Executive. 01984 618274. Halsway Manor, Halsway Lane, near Crowcombe TA4 4BD. Or email chiefexec@halswaymanor.org.uk

Your complaint will then be considered and we will contact you as soon as possible to discuss your complaint and how we can resolve it. If you are not satisfied with the response for any reason you can write to the Chair of the Trustees at Halsway Manor, Halsway Lane, near Crowcombe TA4 4BD. Or email chair@halswaymanor.org.uk.

These terms and conditions may be subject to change.

Halsway Manor, National Centre for Folk Arts, Halsway Lane, nr Crowcombe TA4 4BD

Tel: 01984 618274 | www.halswaymanor.org.uk

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