



## **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 remaining 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 and cancellations**

If you need to cancel your booking over 6 weeks before the course starts we will refund your deposit only if we are able to fill your place. If you cancel after 6 weeks you will lose your deposit and any course fees you have paid due to the fact we will be unlikely to fill your place. Deposits are not transferable to other courses. 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. It is your responsibility to inform us of any diet/allergy requirements you have.

### **Registration**

On arrival you are required to check in at the reception. Your dietary requirements, if any, will be checked and you will be asked if you need any assistance in the event of evacuation.

### **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.

## **Dogs**

No dogs are permitted on site with the exception of aid dogs. Please don't leave animals in cars, it is cruel and irresponsible.

## **Under 16s**

Under 16s must be accompanied by an adult, with the exception of young people attending courses and events specifically for young people (we appoint a Pastoral Lead to the staff team these events).

## **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
- Speak to, phone or email the Chief Executive – [chiefexec@halswaymanor.org.uk](mailto: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.

Speak to, write to, or email the Chief Executive. 01984 618274 email [chiefexec@halswaymanor.org.uk](mailto: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](mailto: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](http://www.halswaymanor.org.uk) Charity Number: 247230 | Company Number: 849615**