

Confirmation

- The Learning and Discovery Team requires signed confirmation booking form(s) (either by email or by post) within 2 weeks of sending the information to the customer
- On receipt of the form the Learning and Discovery Team will confirm the booking i.e. maintain that booking for the customer for as long as they require it
- If the confirmation is not received within the stated 2 weeks, then the Learning and Discovery Team may cancel the provisional booking.

Fees

- The fees will be invoiced after the event and be determined by either;
 1. The total number of students stated on the confirmation booking form, or
 2. The actual number of students attending if greater
- For the avoidance of doubt, no reduction will be made if the actual number of students attending is less than the number stated on the confirmation booking form.

Cancellations

- Cancellations will only be accepted in writing
- The date of the cancellation will be the date when the written cancellation or e-mail is received by the Learning and Discovery Team.
- Cancellation of a visit will result in the following fees being retained (if already paid) or owed:
 - **Less than 1 week before the visit**

50% of the full fees based on the total number of students stated on the confirmation of booking form

- **No written notification received**

100% of the full fees based on the total number of students stated on the confirmation of booking form

- **Failure to arrive for the visit**

100% of the full fees based on the total number of students stated on the confirmation of booking form

- **Leave partway through the visits**

100% of the full fees based on the total number of students stated on the confirmation of booking form or, if greater, the actual number of students attending.

- An invoice may be issued for any outstanding fees

Transfers

- Any transfer undertaken by the Learning and Discovery Team at the request of the customer will be confirmed to the customer in writing.

The Learning and Discovery Team, in its absolute discretion, may decide not to enforce one or more of the terms or conditions of this agreement in which case this shall not be a waiver of them or of the right at any time to subsequently enforce all the terms and conditions of this agreement.

Signing the Confirmation Booking Form is an acceptance of having read and agreed to these Terms and Conditions.